

State of New Hampshire

DEPARTMENT OF SAFETY

ANNUAL REPORT 2010



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STATE OF NEW HAMPSHIRE

DEPARTMENT OF SAFETY

John J. Barthelmes

Commissioner

ANNUAL REPORT

For the period

July 1, 2009 through June 30, 2010

John H. Lynch

Governor

Executive Councilors

Raymond S. Burton

First District

John D. Shea

Second District

Beverly A. Hollingworth

Third District

Raymond J. Wieczorek

Fourth District

Debora B. Pignatelli

Fifth District

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State of New Hampshire



JOHN J. BARTHELMES
COMMISSIONER OF SAFETY

EARL M. SWEENEY
ASSISTANT COMMISSIONER

DEPARTMENT OF SAFETY

November 1, 2010

His Excellency, John H. Lynch
and the Honorable Council
State House
Concord, N.H. 03301

Dear Governor Lynch and Honorable Councilors:


I am pleased to submit herewith the Annual Report for the Department of Safety covering the period July 1, 2009 through June 30, 2010.

On behalf of myself, our management personnel and the dedicated men and women who make up the Department of Safety, I express for all of us a sincere appreciation to you, Governor Lynch, the Executive Councilors and members of the General Court for your support.

In recognition of dedicated and loyal service to the State of New Hampshire, I personally extend grateful appreciation to all employees at the Department of Safety who, through their continued hard work, have made possible the many successful results documented in this report.

I also thank all county and local emergency personnel for their continued cooperation and commitment to public safety.

Respectfully submitted,


John J. Barthelmes
Commissioner

James H. Hayes Safety Building, 33 Hazen Drive, Concord, NH 03305



John J. Barthelmes
Commissioner of Safety

John J. Barthelmes was sworn in by Governor John H. Lynch as Commissioner of Safety on April 6, 2007.

Commissioner Barthelmes is a life-long law enforcement officer. He began his career in 1976 as a state trooper assigned to patrol duty at Troop F in northern New Hampshire. In 1983 he was promoted to sergeant and assigned to the Major Crime Unit as an investigator. In 1989 he was promoted to lieutenant in command of the Major Crime Unit.

In 1993 Commissioner Barthelmes was named captain and commander of the Investigative Services Bureau, in charge of the Narcotics Investigation Unit, Special Investigations Unit, Major Crime Unit, Missing Persons Section, Auto Theft Section, Criminal Intelligence Section and the State Police Forensic Laboratory.

Governor Steven E. Merrill appointed Commissioner Barthelmes Colonel of State Police in 1996. He was subsequently reappointed by Governor Jeanne Shaheen.

In 1999 Commissioner Barthelmes left state service to join the New England High Intensity Drug Trafficking Area, based in Methuen, Mass., a federal effort to coordinate drug enforcement in the region. He was deputy director and then director of that program.

Commissioner Barthelmes is a 1975 graduate of the University of Massachusetts, with a B.A. in psychology, and a 1993 graduate of the FBI Academy in Quantico, Va.

Table of Contents

DEPARTMENT OF SAFETY APPOINTED OFFICIALS	8
INTRODUCTION	9
NEW HAMPSHIRE DEPARTMENT OF SAFETY ORGANIZATIONAL CHART	13
DIVISION OF ADMINISTRATION	14
Department Revenue and Expenditures	16
DIVISION OF STATE POLICE	17
DIVISION OF MOTOR VEHICLES	33
DIVISION OF SAFETY SERVICES	43
DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL	46
DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES	50
DIVISION OF EMERGENCY SERVICES	53
DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT	56

**DEPARTMENT OF SAFETY
APPOINTED OFFICIALS
2010**

Commissioner
John J. Barthelmes

Assistant Commissioner
Earl M. Sweeney

Chief of Policy and Planning
Kevin P. O'Brien

Director of Administration
Wesley J. Colby

Director of State Police
Colonel Robert L. Quinn

Director of Motor Vehicles
Richard C. Bailey, Jr.

Director of Safety Services
David T. Barrett

Director of Fire Safety
J. William Degnan, State Fire Marshal

*Director of Fire Standards and Training &
Emergency Medical Services*
Richard A. Mason

Director of Emergency Services
Bruce G. Cheney, ENP

Director of Homeland Security and Emergency Management
Christopher M. Pope

INTRODUCTION

John J. Barthelmes
Commissioner

The mission of the Department of Safety is to maintain public order and to protect the lives and property of New Hampshire residents and visitors.

The Department's activities touch the lives of all of them. It enforces criminal, motor vehicle and boating laws. It investigates suspicious fires, trains emergency personnel, answers calls for emergency assistance and develops plans for responding to major disasters. It even inspects the amusement rides at fairs and carnivals.

The Department of Safety is the third-largest department of state government, with 1,871 uniformed and civilian personnel, stationed in Concord and at facilities around the state. It maintains a high-profile presence throughout New Hampshire.

During Fiscal Year 2010, The Division of Motor Vehicles made a major advance in customer service by introducing online driver license renewal. Beginning in January, most drivers were able to renew their licenses by completing an online form and paying with a credit card, as long as they had a photograph on file with DMV.

The process significantly reduced traffic at DMV substations and reduced waiting time for people who had business to transact there.

In September 2009, personnel from several divisions of the Department of Safety assisted the Department of Employment Security when computer problems and large numbers of applicants resulted in

Mission Statement:

The multi-faceted mission of the Department of Safety encompasses protection of the lives and safety and preservation of the quality of life of New Hampshire citizens and visitors to our state on the highways, on the waterways, and in their homes and businesses. We enforce motor vehicle and highway safety laws, criminal laws, commercial vehicle regulations, fire safety, building and equipment safety laws and regulations, and boating safety laws and rules. We also provide enhanced 911 emergency communications statewide, and are responsible for homeland security and emergency management activities.

long lines and delays at state unemployment offices.

State Police, DMV, Homeland Security and Emergency Management, and Emergency Communications staff helped to process applicants and answer questions at unemployment offices until the backlog was eliminated.

In February 2010, the state's emergency preparedness website, ReadyNH, went online. This website is accessible from the state's website, NH.gov.

It is intended to provide individuals, families, people with special needs, pet owners and business operators with useful, practical information on preparing for all types of emergencies.

The site is managed by the Department of Safety and was developed in cooperation with the state departments of Information Technology and Health and Human Services, the Community Health Institute, American Red Cross and VolunteerNH.

New Hampshire suffered two Presidentially Declared Disasters during FY 2010: a wind storm during the last weekend of February 2010 and two floods in March 2010.

The windstorm resulted in approximately \$12.5 million in damage in six counties. The floods caused about \$3.2 million in damage in three counties.

Also during this fiscal year, a new K-9 investigator joined the Fire Marshal's Office. Andre is a black Labrador retriever trained to detect the scent of 9



accelerants. He replaces Jade, who has retired.

The Department of Safety was established by the New Hampshire Legislature in 1961. It was originally made up of three divisions: Motor Vehicles, State Police and Safety Services.

During Fiscal Year 2010, the Department was made up of eight divisions: Administration, State Police, Motor Vehicles, Safety Services, Fire Safety, Fire Standards and Training and Emergency Medical Services, Emergency Services, and Homeland Security and Emergency Management.

Commissioner's Office

The Commissioner of Safety is appointed by the Governor and confirmed by the Executive Council to provide executive leadership and direction to the department. The Commissioner serves a four-year term.

The Commissioner's Office is made up of the Commissioner, Assistant Commissioner and the Chief of Policy and Planning.

All eight divisions report directly to the Commissioner.

The Bureau of Hearings and the Grants Management Unit report to the Assistant Commissioner, who also serves as the Department's liaison to the N.H. General Court. More than 600 bills that affect public safety are filed in a typical year.

The Legal Unit and the Public Information function are the responsibility of the Chief of Policy and Planning.

In April, Governor Lynch asked to have Assistant Commissioner Earl M. Sweeney appointed temporarily as Acting Commissioner of the State Liquor Commission due to a difficult period for the commission due to an on-going legal process and the dismissal of a newly-appointed commissioner who was arrested for driving while intoxicated.

As of the date of this report, Commissioner Sweeney is still at the Liquor Commission, meanwhile fulfilling previous assignments at the Department of Safety related to labor relations and legislative matters, and serving as a member of the State Labor Negotiating Team and the Highway Fund Study Commission.

Bureau of Hearings

The bureau was established under the provisions

of RSA 21-P:13 and falls under the authority of the Commissioner of the Department of Safety. It is purposely not attached to any of the divisions, bureaus or other sections to avoid the appearance of prejudice or impropriety.

It is responsible for conducting administrative hearings and acts as the Department's prosecutor, supporting all of its law enforcement personnel.

The bureau has three units: Administrative Adjudication, Criminal Prosecution, and Litigation.

The bureau management/supervisory staff includes the administrator of hearings, chief hearings examiner and the chief prosecutor.

The Bureau of Hearings is pleased to report productive use of the Governor's LEAN Project with improvements such as decreasing the number of steps in preparation for a court hearing, which reduces the timeline dramatically.

A Highway Safety Grant for video-conferencing is nearing implementation and will allow people otherwise unable to appear in person to have a meaningful hearing.

Administrative Adjudication Unit

Administrative hearings are conducted by nine hearings examiners supported by 10 support personnel and supervised by the chief hearings examiner. Hearings are primarily conducted under the general authority of the administrative rules ([Saf-C 200](#)).

Hearings are also governed by specific rules and statutes that are applicable to the subject matter and scope of review listed.

Unlike a court proceeding, a hearing is generally conducted in an office setting. The outcome is decided on a preponderance of evidence standard. If the hearings examiner determines that he or she has a sufficient amount of information or evidence to show that it is more likely than not that something happened, the standard is satisfied.

The Bureau of Hearings has reduced the wait times for hearings through the use of an administrative courtroom. All participants are provided the general procedures and scope of authority simultaneously, and then are called to provide testimony separately.

The quasi-judicial hearings include all license reviews; for example: Habitual Offender review or certification; Demerit Points System; Transporting Alco-

hol by a Minor; Children in Need of Supervision (CHINS); Administrative License Suspension (involving persons having either taken a chemical test after an arrest or refusing to complete the test); Uninsured Accident Involvement; and Fatal or Serious Property Damage or Injury Crashes.

Other hearings include topics such as Sexual Offender Registration Fee, Sexual Offender Classification, Fireworks Licensing, Security Guard Licensing, Car Dealership, Inspection Station, and the Titling of Vehicles.

In addition, topics covered include Common Carrier Authorization, Abandoned Vehicles, and Dynamite Permits.

The bureau also conducts public hearings involving watercraft in relationship to governing use on certain waterways.

In Fiscal Year 2010, the bureau conducted 26,969 administrative hearings.

Litigation Unit

The chief hearings examiner represents the agency in Superior Court appeals from administrative hearings, assisted by a legal secretary.

Criminal Prosecution Unit

The chief prosecutor supervises five attorneys, two paralegals and one support person. The Prosecution Unit provides legal assistance to divisions within the Department of Safety including State Police, Fire Safety and Safety Services.

The Prosecution Unit's mission is to provide prosecution services for the Department of Safety's law enforcement agencies and to fairly, effectively, and efficiently enforce the laws of the State of New Hampshire.

Due to the large coverage area, the state is divided into primary and secondary court coverage. For the primary courts, the Prosecution Unit accepts and prosecutes misdemeanors, except in the Manchester District Court, where it prosecutes all violations and misdemeanors.

For the remainder of state's District Courts, the Prosecution Unit provides secondary court coverage for more complex misdemeanor cases. The law enforcement agencies are primarily responsible for their own prosecution in these courts. Attorney prosecu-



tors are essential to ensure that the state puts forward its best case.

The Prosecution Unit allows Department of Safety law enforcement to spend less time in court and more time conducting law enforcement duties.

Grants Management Unit

The Grants Management Unit (GMU) is responsible for searching for, applying for, administering and reporting on federal grants, congressional earmarks, foundation grants and other sources of funding for the Department of Safety. It also handles audit preparation for the majority of these federal and state projects.

The unit currently has five full-time equivalent positions. There has been a net loss of one staff member with the transfer of the bio-terrorism grant back to the Department of Health and Human Services.

The J-One information sharing project for local law enforcement has continued to progress. This project is improving links between local and state law enforcement, Corrections, the courts and parole officers to allow for secure exchange of critical, up to date information in an electronic format. The unit is integral to this project's development, administration and federal compliance.

The unit is administering the majority of Federal Motor Carrier grant funds on behalf of the State Police. These grants buttress commercial vehicle enforcement and related safety initiatives statewide. These grants total more than \$1.4 million annually.

In addition to grants for all divisions of the Department, the Grants Management Unit handles the majority of pass-through federal grants for cities, towns and counties from the U.S. Department of Homeland Security/FEMA.

The unit has approximately \$73 million in various

federal funding sources that are currently in the active administration phases on behalf of the department and the state. These grants provide equipment for local first responders, as well as targeted funds for overtime patrols, commercial vehicle inspections and communications interoperability.

The Homeland grants in particular are primarily directed to potential high-threat target areas for chemical, biological, radiological or explosive attacks. Other grants support disaster drills and first responder training statewide.

Federal grants are also being used to improve New Hampshire's all-hazards emergency preparedness. This includes increased capacity to respond to hazardous materials incidents, medical surge and mass prophylaxis capabilities, intelligence gathering and information sharing and infrastructure protection.

The GMU is currently overseeing a major initiative to work with local specialty hazardous materials and special operations units and special weapons and tactics teams to perform joint training exercises.

Since Homeland Security grants to the state and local governments began in 2003, New Hampshire has received a total of nearly \$80 million. Eighty percent of these funds went to local first responders, as required by law.

A major objective of the Grants Management Unit is to fiscally and administratively support communications interoperability among public safety agencies, increasing the ability of first responders from different agencies and disciplines to talk to each other by radio during emergencies.

With the aid of Homeland Security grants, New Hampshire made significant progress in improving communications interoperability during FY 2010.

Nearly \$26 million worth of radios, consoles, repeaters and ancillary communications equipment that meets interoperability requirements was distributed to fire, emergency medical and law enforcement agencies in the state. An additional \$5 million in Public Safety Interoperable Communications Grant funds will continue to build local microwave facilities, training and radio programming needs in the next year.

Nearly 14,000 radios will need to be reprogrammed at the local and state levels to meet the Interoperability goals of the state as well as to comply

Council (NPSTC) National Naming Nomenclature for Interoperability. This process began during the Summer of 2010.

Legal Unit

The Legal Unit is responsible for providing legal services to all divisions and programs within the Department of Safety. The staff also assists the N.H. Department of Justice in litigation in which the Department of Safety is involved.

The duties of the Legal Unit include advising management on the legal issues concerning policy and procedures, administrative rulemaking, operations, personnel issues, labor-management issues, contracts, civil liability, intergovernmental agreements, Right-to-Know requests and other issues.

The Legal Unit is also charged with representing the Department in administrative and certain judicial proceedings.

One attorney assigned to the Commissioner's Office and one to the Division of Motor Vehicles comprise this unit.

Public Information

The Public Information function coordinates providing information to the public and news media on Department of Safety policies and activities.

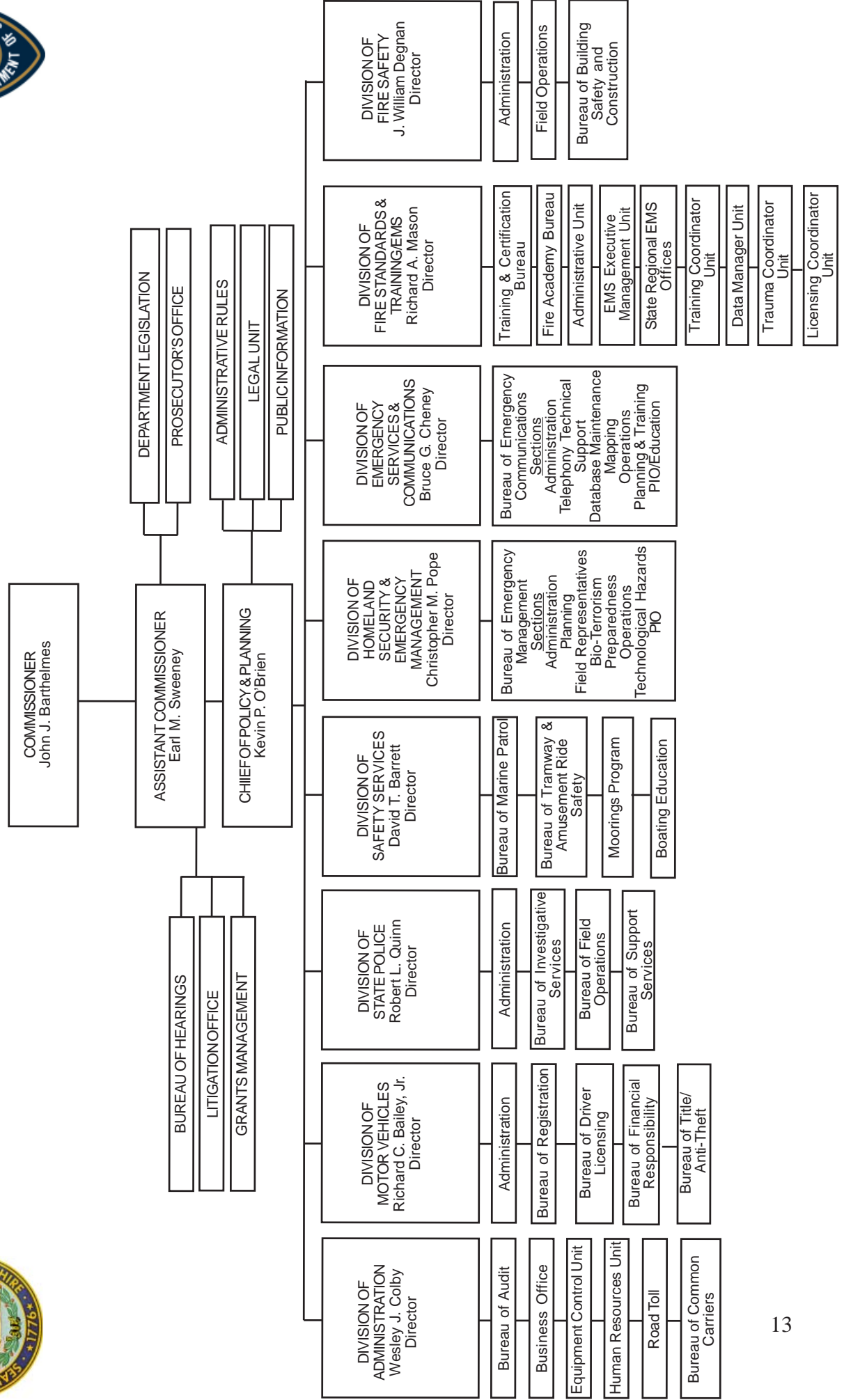
Responsibilities include the preparation and distribution of news releases; development, design, writing and editing of a variety of publications and other Department materials serving as informational tools to the public, and dissemination of prepared materials via the Internet or in print.

Public Information also monitors the news media and assists news organizations during incidents and emergencies. It develops communications strategies for promoting public safety in New Hampshire.

Building Code Review Board

The Assistant Commissioner's secretary provides secretarial services to the Building Code Review Board, whose chair is appointed by the Commissioner.

NEW HAMPSHIRE DEPARTMENT OF SAFETY ORGANIZATIONAL CHART



DIVISION OF ADMINISTRATION

The Division of Administration comprises the Business Office, including Accounts Payable, Accounts Receivable and Human Resources; Equipment Control, including the Warehouse and Automotive Garage; Road Toll, including Administrative and Audit Bureaus; Central Maintenance and the Reprographics Unit, as well as the cost of the Department of Safety's portion of support for the Department of Information Technology.

Division responsibilities include support for all other divisions within the Department of Safety. That includes Accounting for Purchases, Payables and Receivables; Human Resources for the Department including Payroll and assisting the divisions with hiring; maintaining control of all fixed assets (both acquisition and disposition); remote site building maintenance and the Hazen Drive automotive garage.

Road Toll collects and audits the collection of all fuel taxes and pollution control fees for the state. These

Mission Statement:

The mission of the Division of Administration is to ensure effective and efficient revenue collections, effective liaisons and co-operation with other state, local, county agencies, and the private sector; provide for coordination between Divisions through economy of operations and efficient procedures.

The director of administration, in accordance with applicable laws, is responsible for the following functions:

- *Accounting, purchasing, and budget control.*
- *Personnel management.*
- *Property, contracts, and grants management.*
- *Assistance to the Commissioner with short and long range department level planning activities.*

Personnel Data Budgeted Number of Employees

	06/30/10
Unclassified	12
Classified	1,142
Temporary	5
Part-Time	180
Non-Classified	<u>576</u>
Total	1,915

Number of Positions Filled

Unclassified	11
Classified	1,046
Temporary	4
Part-Time	180
Non-Classified	<u>576</u>
Total	1,817

taxes and fees showed little growth during the year, reflecting the increased costs of fuels and the apparent reaction of the driving public to them.

Reprographics produced more than three million documents during the year. In addition, the unit micro-filmed all documents related to Division of Motor Vehicles registration, licensing and title transactions.

As of July 1, 2009, all state agencies went live with the new N.H. First accounting system. The Department of Safety had an Agency Readiness Team that had been working to prepare for this "go-live" for more than a year. The transition, although not without its rough spots went as well as could have been expected for a project of this magnitude.

The Department has received many accolades for how well it prepared and implemented the new system.

The Department of Safety was selected to be the first state department to implement further enhancements to N.H. First. These included paperless processing of payables as well as having a threshold for smaller dollar invoices which do not need Power of

Physical Plant and Equipment Cost

(Acquisition cost as of June 30)

2010

Physical Plant	58,618,919
Equipment	37,737,242
	\$96,356,161

Attorney approval for payment. These two additional accomplishments are further evidence as to the confidence that the Department of Administrative Services has shown in this agency.

Several capital projects were under design or construction during the year including:

1. Occupying the new State Police Troop B barracks in Bedford near the Bedford Toll Plaza.
2. Planning and bidding for the replacement of an additional rooftop air handling unit serving the State Police Forensic Lab.
3. Work continued on the design and testing of the new automated fuel tax collection system for Road Toll which went live in July 2010.
4. An addition/remodel of the Dover Motor Vehicle Office is in the design phase with construction expected to begin during the spring of 2011. This will allow the Division of Motor Vehicles to better accommodate its customers in the Seacoast region.
5. The Department of Safety has been granted permission by the Legislature to use a portion of the DOT welcome center on the Daniel Webster Highway in Nashua for a Division of Motor Vehicles Office. This will enable the Division to better accommodate the needs of its customers in the Merrimack, Nashua and Milford area. It is expected that DMV will take occupancy in the spring of 2011.

The Department of Safety continued to aggressively seek ways to reduce its usage of all forms of energy. Highlighting this effort is the Hayes Safety Building, in Concord, where electrical consumption has

been reduced by 2,290,730 KWH or 47.14 percent from that used in 2005. In addition, natural gas consumption has been reduced by 26,548 therms or 48.84 percent. These reductions, in this one building, will result in annual savings of approximately \$340,000 at current prices.

The old, oversized, inefficient boilers are also being replaced with ultra-efficient units which will result in significant additional savings for the 2010-2011 heating season and beyond.

Energy conservation work has continued in all facilities owned or leased by the Department in an effort to minimize the impact of energy costs on our operations. These projects have included adding extra attic insulation where access is available, replacement of single pane windows in two State Police troop stations and replacing overhead garage doors with insulated units where the garages are heated.

All divisions have been making every effort to reduce the size of their vehicle fleets, to reduce the miles driven and increase fuel efficiency. State Police have made procedural changes related to the operation of their vehicles. Over the last two years the Department has reduced its gasoline consumption by over 75,000 gallons annually. In addition, the Department has deployed a synthetic oil program for its fleet of vehicles resulting in fewer oil changes at lower cost while helping extend the life of the fleet.

Wesley J. Colby is Director of the Division of Administration.



Department Revenue and Expenditures

06/30/2010

REVENUE*

1. Fines, Penalties and Taxes	\$133,499,594
2. Federal Funds	22,085,673
3. Fees and Registrations	147,607,570
4. Other Sources**	64,392,470
	\$367,585,307

EXPENDITURES*

1. Permanent Personnel Services	\$60,763,429
2. Current Expense	22,727,323
3. Equipment	5,533,075
4. Other Personnel Services	2,906,469
5. Benefits	32,883,926
6. Travel In-State	1,143,982
7. Grants	13,806,183
8. Travel Out-of-State	156,552
9. Contracts for Program Services	4,265,055
10. State Match and Administrative Costs	4,542,506
11. Miscellaneous	9,843,235
	\$158,571,735

Disbursements to Cities and Towns
(included under Expenditures #8 above)

Drivers' Assistance Paid to School Districts \$1,337,100

Disbursements to State Agencies
(Included under Expenditures #11 above)

*Source of revenue and expenditures figures: N.H.First.

** Included in this category are funds collected for other states: International Registration Program (IRP) and International Fuel Tax Agreement (IFTA).

DIVISION OF STATE POLICE

The New Hampshire State Police was created by an act of the Legislature on July 1, 1937, the 15th such force in the United States. At its inception, the State Police consisted of 43 officers supported by eight civilian employees.

As a state law enforcement agency, State Police patrols New Hampshire's state highways, toll roads and interstates, enforcing state criminal, motor vehicle and other public safety laws. The Division has concurrent jurisdiction in towns with a population less than 3,000 and primary jurisdiction on all interstate highways.

Division members are empowered to carry out law enforcement functions in all other locations when they observe a law violation, are enforcing administrative rules of the Department related to motor vehicle dealers, official inspection stations, commercial vehicles, and hazardous materials transportation, are in pursuit of an investigation or a violator, or are requested to assist by local authorities, the Attorney General or the Governor.

The Division of State Police is organized into three bureaus, Field Operations, Investigative Services, and Support Services. In addition, there are three units, Executive Protection, Forensic Laboratory, and Professional Standards, that report directly to the Director.

Headquartered at the James H. Hayes Safety Building in Concord, the Division of State Police operates from seven troop stations around the state and provides a visible law enforcement presence across New Hampshire.

FIELD OPERATIONS BUREAU

The Field Operations Bureau is responsible for overseeing the daily operations of seven field troops composed of uniformed patrol and troop-level investigators. The troops are divided into Field Area I (Troops B and F), Field Area II (Troops A and E), Field Area III (Troops C and D) and Regulatory Enforcement (Troop G).

The primary function of the Field Operations Bu-

Mission Statement:

Dedicated to providing the highest degree of law enforcement service throughout the State of New Hampshire while maintaining the traditions of fairness, professionalism and integrity.

reau is to provide patrol services throughout the state to all communities. Communities with small or part-time police departments may request assistance to provide 24-hour police service.

The purpose of standard patrol services is to seek voluntary compliance with the motor vehicle statutes and to serve as a deterrent for criminal activity. Investigation of criminal activity within each troop area is the responsibility of both uniformed troopers and detectives assigned to the barracks.

In addition to standard patrol services, the Field Operations Bureau provides various specialized services.

The Special Services section of the bureau is responsible for overseeing the following units: Aviation, Drill Team, Drug Abuse Resistance Education (D.A.R.E.), Drug Recognition Expert Unit, Explosives Disposal Unit, Motorcycle Unit, Public Relations Unit, Special Enforcement Unit and Technical Accident Reconstruction Unit.

In addition, the Special Events Response Team and Special Weapons and Tactics Unit are administered through the Field Operations Bureau. The troopers who staff these special units are selected for their skills and assigned geographically throughout the state for the purpose of providing the highest level of services and timely response.

Troop A

Headquartered in Epping, Troop A is responsible for providing police services throughout Rockingham 17



and Strafford counties. The geographical area is a blend of metropolitan, suburban and rural communities with numerous centers of commerce and tourism. Three major highway systems and many secondary roads intersect the region, connecting it with other areas throughout New England.

During 2009, Troop A troopers stopped 41,419 vehicles, arrested 370 impaired drivers, investigated 996 traffic crashes, and conducted 1,518 case investigations. During the first half of 2010, Troop A troopers stopped 19,520 vehicles, arrested 166 impaired drivers, investigated 504 traffic crashes, and conducted 509 investigations.

In February, Troop A troopers were involved in the apprehension of an armed felon involved in a carjacking. The defendant forced the owner of the vehicle to drive him to Massachusetts and then forced the owner out of the car in Stratham. The stolen vehicle was later involved in a crash and the defendant fled the scene. A perimeter was established and a canine began a track. The defendant was found hiding underneath a barn and was taken into custody at gunpoint without incident or injury to any law enforcement officers or citizens.

In April, a bank robbery occurred in Rollinsford in which a male subject passed a demand note and fled with money. Through a cooperative effort involving Troop A, the FBI and local police agencies, the suspect was located and arrested. The suspect was discovered to be part of a larger group from Maine that was in New Hampshire for the purpose of committing bank robberies. The group was charged with bank robberies in Rollinsford, Stratham, and Dover.

18 In June, a woman in Danville was assaulted by her

estranged husband in front of their four-year-old son. The suspect fled and was ultimately arrested on Route 101 in Exeter. The woman later died from her injuries.

During the first half of 2010, Troop A troopers mounted an aggressive campaign against illegal drugs which resulted in 82 arrests.

Troop B

Troop B is responsible for providing police services throughout Hillsborough County. The area includes 31 towns and the cities of Manchester and Nashua, as well as 146 miles of highway in the most densely-populated area of the state. Its headquarters is in Bedford.

During 2009, Troop B troopers stopped 33,554 vehicles, arrested 265 impaired drivers, investigated 1,151 traffic crashes and conducted 952 case investigations. During the first half of 2010, Troop B troopers stopped 14,617 vehicles, arrested 113 impaired drivers, investigated 542 traffic crashes and conducted 445 case investigations.

In October, members of Troop B conducted extra patrols and maintained a strong, visible presence in Mont Vernon and the surrounding area after a vicious home invasion occurred in that town, killing a mother and severely injuring her daughter. Troopers also assisted the State Police Major Crime Unit and the N.H. Attorney General's Office in conducting the subsequent homicide investigation, leading to the arrest of four suspects in the case.

In February, members of Troop B and the State Police Special Weapons and Tactics Unit supported the Manchester Police Department during a series of drug raids, netting large quantities of drugs and cash and breaking up a local drug ring with nationwide ties.

In March, troopers from Troop B arrested a man for impersonating a state trooper during an incident in which he attempted to make contact with a female, identifying himself as a trooper involved in an investigation.

Troop C

Headquartered in Keene, Troop C is responsible for providing police services throughout Sullivan and Cheshire counties. Located in the southwest corner of the state, the troop provides law enforcement coverage to 38 communities. There are 18 towns in which

troopers are the primary law enforcement entity.

During 2009, Troop C troopers stopped 23,508 vehicles, arrested 187 impaired drivers, investigated 233 traffic crashes and conducted 1,224 case investigations. During the first half of 2010, Troop C troopers stopped 9,745 vehicles, arrested 87 impaired drivers, investigated 107 traffic crashes, and conducted 559 case investigations.

In November, a trooper stopped a motor vehicle when the driver appeared to be falling asleep. The trooper observed a hypodermic needle in the driver's coat pocket and inquired about it. The subject then fled on foot. The trooper pursued the suspect, caught and wrestled him to the ground. When the suspect failed to comply with demands to stop resisting, the trooper released the suspect and utilized his Taser to disable him. A search warrant for the vehicle revealed cocaine, heroin, steroids, hypodermic needles and \$2,077 in cash.

In April, troopers responded to a domestic disturbance in the town of Unity. Troopers determined that the male suspect had assaulted his wife and stepson and then fled into a wooded area behind his residence. After a lengthy canine track, the male suspect was located face down and unresponsive approximately 100 feet from the road. Medical personnel responded to the scene and it was determined that the male suspect was highly intoxicated and suffered from non-life threatening injuries. The male suspect was arrested for domestic assault and violating bail conditions.

In May, Troop C and local police agencies investigated commercial burglaries in Stoddard, Westmoreland, Spofford and Chesterfield and solved burglary cases in Swanzey, Keene and Hillsborough. Two suspects were arrested and charged with nine counts of burglary and possession of controlled drugs.

Troop D

Troop D is responsible for providing police services throughout Merrimack County from its headquarters in Concord. The area includes 25 towns and two cities. Troop D also covers Interstate 93 from the Hooksett Toll to the Ashland town line and all of Interstate 89 from Bow to the Vermont state line. This encompasses approximately 230 miles of interstate highways.

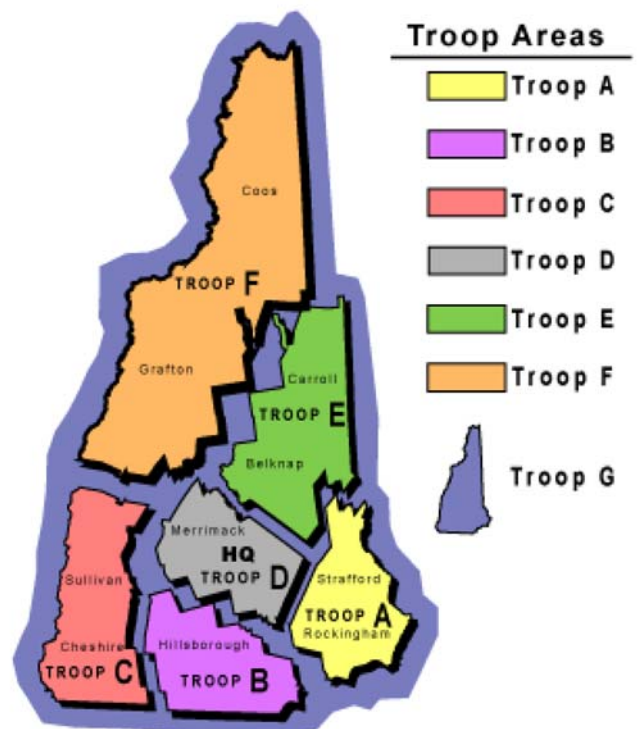
The state capitol is located within the area under the responsibility of Troop D and its troopers are increasingly tasked with being the primary law enforcement provider to many of the state facilities, properties and agencies, in-

cluding the State House, Governor's mansion, State Prison, N.H. Hospital and the Gov. Hugh Gallen State Office Park, and the N.H. Technical Institute.

During 2009, Troop D troopers stopped 39,337 vehicles, arrested 217 impaired drivers, investigated 799 traffic crashes and conducted 938 case investigations. During the first half of 2010, Troop D troopers stopped 17,590 vehicles, arrested 88 impaired drivers, investigated 360 traffic crashes and conducted 494 criminal investigations.

In July, a trooper responded to a residence in Wilmot for a report of target shooting in the vicinity of playing children. The subject renting the house admitted to possessing a firearm and escorted troopers to it, during which time drugs were observed in plain view, including cannabis, cocaine and possibly hashish. The suspect was arrested on one count of possession of controlled drugs and two counts of possession of narcotics.

In September, while on patrol on Interstate 93 in Concord, a trooper clocked a vehicle traveling 98 miles-per-hour in a posted 55 mile-per-hour zone during heavy rain. The 26-year-old driver was arrested and charged with Reckless



Operation and two counts of Endangering the Welfare of a Minor who was present in the vehicle at the time.

Troop E

Troop E is responsible for providing police services throughout Belknap and Carroll counties from its headquarters in Tamworth. The area encompasses 29 towns and the City of Laconia.

During 2009, Troop E troopers stopped 14,990 vehicles, arrested 102 impaired drivers, investigated 170 traffic crashes and conducted 952 case investigations. During the first half of 2010, Troop E troopers stopped 7,850 vehicles, arrested 64 impaired drivers, investigated 90 traffic crashes and conducted 503 case investigations.

In September, a Troop E trooper arrested a subject for a domestic-related offense. During the course of the investigation, the subject provided intelligence indicating that three individuals living in the same apartment complex were conducting drug activity and attempting to sell a stolen firearm.

Troopers sought and received authorization to conduct two one-party recorded telephone conversations between the informant and several different suspects.

The calls led to search warrants for two vehicles and an apartment in the town of Effingham. After the execution of several search warrants in Effingham, Conway and Wakefield, eight subjects were arrested on weapon and drug charges.

In January, Troopers responded to a residence in Tamworth for a report of gunshots being fired and a motor home being driven through a residential garage door. A search warrant executed on the motor home revealed a pistol. A search warrant executed on the operator's residence revealed numerous other firearms, ammunition and hydroponic indoor plant growing equipment. The suspect was arrested on numerous charges to include Driving While Intoxicated, Reckless Conduct, Felon in Possession of a Deadly Weapon and Armed Career Criminal. The suspect is currently incarcerated and being held on pending federal weapons charges filed by the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives.

In June, Troop E troopers along with Meredith Police were first responders to a home invasion and robbery in Meredith in which one perpetrator sustained

a fatal stab wound and the other perpetrator required medical attention.

Troop F

Headquartered in Twin Mountain, Troop F is responsible for providing police services throughout Coös and Grafton Counties. The area comprises 39 percent of the state, including 3,610 square miles of rural and rugged terrain. Within this boundary lie the City of Berlin, 74 towns and unincorporated places, 60 miles of interstate, 3,000 miles of state and local highways and hundreds of miles of back country roads.

New Hampshire shares 42 miles of international border with Canada to the north. This region also hosts more than seven million vacationers who visit this part of the state during the year.

Of the 74 towns and unincorporated areas in this region, State Police personnel have primary jurisdiction in 47 towns and 12 unincorporated areas that have populations of fewer than 3,000 residents.

Many of the towns in Troop F's coverage area have small resident population and small or part-time police departments. State Police handle more than 50 percent of all emergency calls for service in 44 of these towns. In many towns State Police handle nearly 100 percent of the calls for service.

During 2009, Troop F troopers stopped 19,231 vehicles, arrested 151 impaired drivers, investigated 532 traffic crashes, and conducted 2,229 case investigations. During the first half of 2010, Troop F troopers stopped 8,564 vehicles, arrested 95 impaired drivers, investigated 244 traffic crashes and conducted 928 case investigations.

On Thanksgiving Eve, members of Troop F and the Major Crime Unit assisted the Berlin Police Department with the investigation of a home invasion in which two individuals were shot, one fatally. As a result of the investigation two of the suspects are awaiting trial on various charges.

In May, members of Troop F assisted with the investigation of an explosion at a commercial site in Colebrook that manufactures gunpowder. The explosion resulted in the deaths of two employees. Members of Troop F continue to work with local, state, and federal agencies to determine the cause and circumstances of the explosion.

Troop G

Headquartered in Concord, Troop G enforces all state criminal and motor vehicle laws and rules as well as federal regulations governing commercial vehicles.

Troop G comprises four primary sections: the Driver Licensing Task Force, Field Operations, Commercial Motor Vehicle Enforcement and Special Services.

The Driver Licensing Task Force assists the Division of Motor Vehicles in the issuance of operator, motorcycle and commercial driver licenses throughout the state; oversees the certification of driver education instructors; oversees a document verification section headquartered in Concord responsible for the verification of foreign documents presented by non-U.S. citizens; conducts commercial vehicle and school bus road skill examinations and includes the Pupil Transportation Program, which is responsible for the oversight of the state's school bus industry and inspecting every school bus in the state annually.

During the fiscal year, the unit conducted 2,492 commercial driver license tests, certified 935 applicants as school bus instructors and/or commercial driving school instructors, licensed 78 driving schools and prosecuted 121 administrative hearings pertaining to school bus drivers or driving schools.

The Field Operations Section enforces the laws and rules governing the operation of approximately 2,500 automotive dealerships selling new and used vehicles and approximately 2,600 official inspection stations throughout the state.

The Division also conducts classroom instruction and practical examinations of persons seeking certification as automotive safety inspectors; enforces the laws and rules governing approximately 10,000 currently certified automotive safety inspectors statewide; conducts physical examinations of vehicles deemed by insurance companies to have been salvaged; locates and serves notice to persons eligible to be deemed Habitual Offenders; locates persons and retrieves driver's licenses and/or registration plates from those that have been suspended or revoked; conducts examinations of commercial vehicles for certification to carry additional weight; prosecutes all administrative hearings pertaining to vehicle accidents that resulted in deaths or serious injuries and further represents the state's interests upon subsequent petition(s) of drivers

of such vehicles to have their driving privileges restored.

During the fiscal year, enforcement activities resulted in 1,495 investigations of automotive dealerships, inspection stations and reports of vehicle safety inspection rejections and 626 audits. Troopers also located and served 1,139 habitual offender notices, located and retrieved 280 suspended or revoked registrations and/or driver licenses, tested 662 mechanics for certification as safety inspectors, examined 3,804 salvaged vehicles, physically inspected 2,845 school buses and generated 92 administrative actions regarding driver licenses as they pertained to fatal and/or serious personal injury accidents.

The Motor Carrier section has a number of troopers dedicated to the enforcement of federal laws and regulations governing the movement and examination of commercial vehicles that travel through the state involved in inter- and intrastate commerce as well as commercial driver qualifications and the enforcement of state statutes as they pertain to maximum commercial vehicle weight limits on roads and bridges.

The section also has a number of troopers assigned exclusively to the New Entrant Program which provides all the educational and technical assistance for new commercial motor carriers.

The combined efforts of the troop during the fiscal year produced 11,629 individual commercial vehicle inspections and the weighing of 268,127 commercial vehicles. Troopers attached to the New Entrant Program conducted 718 motor carrier company safety audits and other investigations. During the fiscal year, 22,686 commercial vehicle violations were documented.

The Special Services section of Troop G works closely with the Attorney General's Office Residency Task Force and the State Insurance Commission investigating fraud relating to illegal uses of DMV documents to include driver licenses, vehicle registrations and automotive titles.

Personnel work closely with the U.S. Attorney's Office, Immigration and Customs Enforcement and with Diplomatic Security to assist in the identification of illegal/undocumented persons fraudulently seeking to procure DMV documents and thereby contribute to the deportation of such persons.

The Special Services section conducted 179 criminal investigations during the fiscal year.

Crisis Negotiation Unit

The goal of the Crisis Negotiation Unit is to save lives and resolve incidents involving armed suspects or hostage taking through the use of proven verbal crisis management techniques while striving to avoid unnecessary risk and injury to law enforcement personnel, citizens and victims.

The Crisis Negotiation Unit is used to diffuse potentially life-threatening situations. Members are geographically located throughout the state to allow for a quick response to situations no matter where and when they occur.

Drill Team

The Drill Team provides Honor Guard and Color Guard services at parades and ceremonies throughout the state. Members train in basic drill and ceremony, and in military funeral protocols.

The Drill Team acts as the Honor Guard for the New Hampshire Special Olympics Games and for several New Hampshire Fisher Cat Baseball games.

Traditionally, the Drill Team acts as the Honor Guard for the New Hampshire Police Memorial annually in May. Additionally, the Drill Team acts as Honor Guard for the Police Academy Graduations.

Drug Abuse Resistance Education (D.A.R.E.)

The Drug Abuse Resistance Education program has been in operation in New Hampshire since 1989. The Division of State Police is responsible for overseeing the program throughout the state and works with D.A.R.E. America to ensure the proper delivery of the program. State Police D.A.R.E. personnel are responsible for planning and conducting the training of

new D.A.R.E. officers and maintaining the certifications of current D.A.R.E. officers.

During the fiscal year, training of officers continued in the new lessons of Internet safety, prescription and over-the-counter medications, gangs, bullying and methamphetamines.

At the close of the fiscal year, there were approximately 125 local D.A.R.E. Officers. The program was presented in almost 100 schools. The K-4, elementary and middle school programs were delivered to nearly 10,000 students.

New Hampshire D.A.R.E. conducted the annual D.A.R.E. Officer Training School in September and in January hosted a Regional D.A.R.E. Officer Training school, with officers from throughout the region.

The New Hampshire Motor Speedway hosted the major fundraiser, the State Police D.A.R.E. Classic 5K Road Race in August. The event raised approximately \$20,000 for the program.

Drug Recognition Expert Unit

The Division of State Police has been participating in the Drug Recognition Expert program since 1991. The unit's members are trained in the detection of drivers impaired by alcohol and/or drugs.

They administer a standardized and systematic evaluation to suspects that includes a breath test, a series of psychophysical tests, checks of vital signs, a series of eye examinations including measuring pupil sizes under various conditions of light, and an interview with the arresting officer.

At the completion of the evaluation, a DRE officer is able to offer an opinion on a category or categories of drugs that may impair the suspect from safely driving a motor vehicle. This opinion is then confirmed by the toxicology analysis of a blood test.

During the fiscal year, the unit administered 22 evaluations. Some of the drug categories detected were central nervous system depressants and stimulants, narcotic analgesics, and marijuana.

Also during the fiscal year, State Police DRE instructors provided alcohol and drug training to recruits and in-service officers at Police Standards and Training Council classes and personnel at various local law enforcement agencies, schools, medical facilities and civic organizations.



Explosives Disposal Unit

Members of the Explosives Disposal Unit are trained and equipped to assess, diagnose and render safe any suspicious packages or explosive devices. They conduct post-blast investigations, provide technical support to investigators on explosives and hazardous devices and provide expert testimony in court.

The Explosives Disposal Unit is available to support agencies in VIP protection details when there have been threats involving the use of explosives.

The unit will take custody and dispose of all found, abandoned, forfeited, and seized explosive materials and devices.

The unit has explosive storage magazines for the safe storage of explosives and explosive materials that are seized in criminal investigations, or are otherwise in the custody of public safety agencies. The Explosives Disposal Unit has certified explosive detection canine teams available to respond anywhere in the state.

All troopers assigned to the unit receive bomb technician certification and are trained to the Hazardous Materials Technician level through an accredited program from the International Association of Firefighters.

The Explosives Disposal Unit maintains a fully equipped emergency response vehicle in Concord.

The unit also utilizes a “top vent” bomb transport trailer and a NABCO Total Containment Vessel that is designed to withstand the detonation of up to 10 pounds of C-4 plastic explosives to safely remove explosives, chemicals and improvised explosive devices.

In July, the Explosives Disposal Unit co-hosted two Large Vehicle Bomb Post-Blast Investigations

courses with the Massachusetts State Police Bomb Squad and the FBI Los Angeles Field Office. Students attending the class came from as far as California and Canada.

Three unit members successfully completed a course in Tactical Explosive Breaching, which will initiate the creation of an explosive breaching program in concert with the Special Weapons and Tactics Unit. This program will bring a unique capability to the state.

There were 179 requests for service and 64 explosive detection canine requests in 2009. In the first half of 2010, there were 58 requests for service and 44 explosive detection canine requests.

K-9 Unit

K-9 teams, composed of specially trained troopers and dogs, are assigned to each troop within the state. The patrol dog teams are cross-trained for drug detection, cadaver detection and explosives detection.

All teams are trained and certified to New England State Police Administrators Compact Standards (NESPAC), and U.S. Police Canine Association standards. The K-9 Unit is responsible for training patrol and specialty dogs for the State Police and other in-state and out-of-state police departments.

The K-9 Unit is involved in approximately 1,200 missions annually, including narcotics detection, tracking and crowd control.

Patrol-narcotics teams assisted several communities with school searches and assisted the Department of Corrections and Sheriff’s Departments with correctional facility searches. They also assisted U.S. Postal Inspectors, the Drug Enforcement Agency, U.S. Immigration and Customs Enforcement, and local agencies with the detection of illicit drugs on the highways and in homes.

Narcotics teams have been instrumental in locating hidden compartments, cash and narcotics for State Police, as well as federal and local agencies. Narcotics teams were involved in 450 detection calls during the fiscal year resulting in the seizure of nearly \$15,000 in cash.

A Troop D team assisted the State Police Narcotics and Investigations Unit with a motor vehicle stop in Hooksett. The driver refused consent to search the vehicle. As a result of the canine alert, a warrant was obtained and 100 pounds of marijuana was located in





the trunk of the vehicle.

Patrol teams were involved in searches for wanted and lost individuals. Several teams were vital in the apprehension of subjects who fled from law enforcement and in the securing of evidence from burglaries and robberies.

A Troop A team assisted Stratham Police and other Troop A personnel with a subject who fled from a crash. The subject had been involved in burglaries, robberies, drug activity and an armed carjacking. The canine team tracked and located the subject hiding under a barn. He was apprehended by the canine and taken into custody.

A Troop C team assisted Jaffrey Police with a missing 82-year-old Alzheimer's patient who had been missing for three hours. The subject was located after an hour-long track in a wooded area near his residence. The subject had sustained injuries and was in need of immediate medical attention. The actions of the canine team saved the individual's life.

A Troop D team assisted Concord Police with an assault that involved a stabbing. The canine team conducted a search of a vacant building. The canine team located the subject from the stabbing hiding under a bed on the first floor. The canine team also located five other suspects from the assault hiding in the attic. All six were arrested by Concord Police.

Patrol-cadaver teams assisted local detectives and

members of the State Police Major Crime Unit with searches from crime scenes and cold cases. Cadaver teams conducted 24 searches during the fiscal year.

The K-9 Unit also provided crowd control support for sporting events at the state's colleges and Motorcycle Week in June in Laconia.

Motorcycle Unit

The Motorcycle Unit is a valuable asset to the Division, providing a high visibility, high impact enforcement tool as well as a positive public relations asset.

During the 2009 riding season, unit members made more than 10,000 motor vehicle stops. The 2010 season commenced with training in April. The unit made approximately 3,570 stops by the conclusion of the fiscal year.

Special duty assignments included Motorcycle Week in Laconia in June and the annual public relations events of the D.A.R.E. Classic 5K race and the New Hampshire Police Memorial Ceremony.

N.H. Hospital Security

Members of the N.H. Hospital Security Unit provide police coverage to the Gov. Hugh Gallen State Office Park, which includes the New Hampshire Hospital. Hospital Security personnel provide general and specialized services to customers by providing a safe and secure environment that allows patients/residents, employees, volunteers and visitors to deliver and receive quality services.

The campus population on a typical business day ranges from 2,500-3,000 people. The N.H. Hospital Security Unit coordinates with various non-profit and local organizations in planning events that use the campus, focusing on traffic and crowd control. The events bring thousands of additional people to the campus.

Campus officers responded to 9,382 calls for service during the fiscal year, which included 427 calls for assaults or attempted assaults, 251 threats, and 89 sex offender registrations. Officers also assisted with 2,431 admissions.

Public Relations Unit

The Public Relations Unit offers the citizens of New Hampshire presentations, lectures, seminars, informational campaigns and demonstrations presented by State Police personnel. Law enforcement topics of

interest range from alcohol and drug abuse to canine demonstrations.

The Public Relations Unit made 199 presentations in 2009 and another 83 during the first half of 2010.

Special Enforcement Unit

The Special Enforcement Unit monitors traffic to enforce motor vehicle laws with the goal of making the highways safer. This is accomplished through use of aircraft and marked cruisers. The unit also provides assistance in drug surveillance, searches for missing and wanted individuals, aerial photography and, on occasion, the transportation of Major Crime Unit detectives outside of New Hampshire.

The presence of the helicopter at the annual Motorcycle Week in Laconia helps to deter violence with its ability to observe and record any criminal or unusual activity.

The unit primarily flew two aircraft during the fiscal year, a Cessna airplane and a Bell helicopter. The older Cessna airplane's use was downgraded to special events only.

In 2009, the aircraft flew 169 missions resulting in 353 flight hours which contributed to the unit's total of 3,471 vehicle stops. In the first half of 2010, the aircraft flew 112 missions resulting in 264 flight hours which contributed to the unit's total so far this year of 1,727 vehicle stops.

During the fiscal year, the helicopter again proved valuable in disaster response. In February it was used to assess damage due to flooding while searching for a drowning victim. Aerial photography has also documented crash scenes during active investigations.



Special Events Response Team

The Special Events Response Team (SERT) consists of 50 troopers extensively trained in riot control formations and Mobile Field Tactics. SERT members are routinely assigned to the NH Motor Speedway races and the Laconia Classic.

In the past, the team has been activated and assigned in the towns of Durham, Keene and Plymouth during sporting championship events involving the Boston Red Sox and the New England Patriots.

Special Weapons And Tactics Unit

The Special Weapons and Tactics (SWAT) Unit was created in 1972 to respond to and resolve incidents involving armed suspects and hostage situations. The SWAT Unit handled five calls for service in 2009, and four in the first half of 2010.

The SWAT Unit executed drug-related search warrants with the Manchester Tactical Team in October, helping to shut down a large-scale drug operation with ties as far as New Mexico and Puerto Rico. Warrant service assistance in Manchester was provided again in February and May.

In May, the unit responded to a hostage situation in Portsmouth and supported the Seacoast Regional Team.

State House Security

The State House Security Unit was founded in 1998 to provide high-level security to the State House complex, which includes the State House, Legislative Office Building, State House Annex and State Library.

Members of the unit work with a variety of other agencies, including the State Police Executive Security Unit, General Court Protective Services, and the Concord Police Department.

During the 2010 fiscal year, unit members provided a police presence during Governor and Council meetings as well as House and Senate Sessions. The unit reviewed permits for demonstrations on State House grounds and ensured the safety of the complex during the demonstrations.

Technical Accident Reconstruction (TAR) Unit

All Troopers are trained in basic crash investigation, but some incidents involve complex technical issues that require the expertise of personnel with spe-

cial training.

The Technical Accident Reconstruction Unit (TAR) consists of 14 troopers who have received specialized training in the field of motor vehicle collision investigation. Unit personnel respond throughout the state to assist, investigate and reconstruct motor vehicle collisions involving technical issues.

Unit members receive specialized training in Motor Vehicle Reconstruction, Crash Data Retrieval, Forensic Mapping, Computer Drawing, Photogrammetry and the Vericom Brake Testing Computer.

In 2009, unit members conducted 43 investigations. Charges included felony and misdemeanor offenses ranging from Negligent Homicide to Reckless Conduct.

INVESTIGATIVE SERVICES BUREAU

The Investigative Services Bureau directs and coordinates the Division's investigative operations through its specialized units: Major Crime, Narcotics and Investigations, Terrorism and Intelligence, and Polygraph.

The bureau's diverse innovative programs, modern equipment, training and technical expertise complement its devoted personnel and make it the most comprehensive and coordinated statewide resource for providing professional police investigative services to the citizens of New Hampshire. These professional investigative services are provided to federal, state, county and local law enforcement agencies, including the State Attorney General's office.

Major Crime Unit

The Major Crime Unit was created to provide highly trained, task-specific investigators assigned to handle the investigation of the most serious crimes. Specialized sections within the unit include: Crime Scene Services, Electronic Crime, Cold Case, Family Services, Amber Alert, Missing Persons, ViCAP and Corrections Liaison.

Unit personnel work with other law enforcement agencies on a variety of joint projects, including the New England State Police Information Network (NESPIN), Violent Criminal Apprehension Program (ViCAP), Northeast Regional ViCAP (NERV), Violent Crime Linkage Analysis System (VICLAS), Homicide Assessment & Lead Tracking (HALT), Child

Center for Missing and Exploited Children (NCMEC).

Unit members work with the U.S. Attorney's Office, the N.H. Attorney General's Office and county attorneys during the various phases of an investigation.

During 2009, the Major Crime Unit conducted 76 investigations including 11 homicides, eight death investigations, two police-involved shootings and 13 fugitive from justice cases. During the first half of 2010, the Major Crime Unit conducted 44 investigations, including six homicides, one police-involved shooting, two death investigations, and eight fugitive from justice cases.

During the fiscal year, Jesse Brooks was convicted of Conspiracy to Commit Murder and sentenced to 15-30 years. Brooks was the last of five co-defendants charged in the beating death of Jack Reid, a Londonderry resident who was murdered in Deerfield in 2005.

A full-time Cold Case Unit was established in 2009. During its first year of operation it made an arrest in the re-investigation of a 1989 arson in Keene, which resulted in the deaths of four members of the Hina family. The defendant, David McLeod, was charged with four counts of Second Degree Murder.

Narcotics And Investigations Unit

The Narcotics and Investigations Unit investigates drug and vice-related crimes. The unit employs undercover personnel and specialized equipment, including a sophisticated wiretap facility. The activities performed by the unit include controlled buys of marijuana, cocaine, crack cocaine and heroin.

In October, members of the unit executed numerous search and arrest warrants in the southern New Hampshire area. This operation was called phase II of Operation Medusa which was a large scale wiretap investigation into a Mexican drug trafficking organization.

As a result of this investigation, 33 arrests or indictments have been made and 46 search warrants executed. Seized in this investigation were six vehicles, six firearms, \$258,699 in cash, 14.36 kilograms of cocaine, 644 grams of heroin and numerous diverted prescription medications.

In April, members of the unit initiated an investigation into public corruption, fraud, and bribery involv-

ing a Division of Motor Vehicles employee who was issuing fraudulent New Hampshire driver licenses to fugitives and illegal aliens, and a trooper who was involved in title and inspection fraud. As a result of this investigation, 67 arrest warrants were issued for bribery and narcotic violations.

In response to a significant increase in the abuse and diversion of prescription medications, two diversion investigators, including a pharmacist, were added to the unit in the spring. They investigate diverted prescription medications and fraudulent prescriptions.

The Marijuana Eradication Program involves members of the unit working in cooperation with the National Guard and local jurisdictions.

In 2009, 43 marijuana fields were located and 1,371 plants were identified and eradicated. In the first half of 2010, 37 separate marijuana fields were located and 1,922 plants were eradicated.

Polygraph Unit

For more than 40 years, the Polygraph Unit has offered forensic polygraph support to law enforcement in New Hampshire.

The Polygraph Unit is composed of certified Forensic Polygraph Examiners. These examiners provide a valuable investigative tool to local, county, state, and federal law enforcement agencies, the Department of Corrections, Office of the Attorney General, and the various county attorney offices throughout the state.

Forensic polygraph examinations are used daily by law enforcement agencies to affirm or dispel individuals suspected in criminal cases. Utilizing this tool assists in narrowing investigative issues and lowers investigative expenses.

The Polygraph Unit is also requested to administer examinations for the purposes of law enforcement employment. Every trooper candidate is required to pass this examination prior to employment.

During 2009, the unit purchased three state-of-the-art instruments from Lafayette Instruments. The new instruments allow the unit to remain in compliance with current industry standards.

During 2009, 48 polygraph requests were received, compared with 22 for the first half of 2010.

Terrorism and Intelligence Unit

The responsibility of the New Hampshire State Police Terrorism and Intelligence Unit is to collect and analyze intelligence information relating to criminal and terrorist activity and to coordinate the dissemination of this intelligence to state, federal, county and local law enforcement agencies, ensuring compliance with the guidelines set forth within 28CFR, Part 23 of the U.S. Code and state laws.

The unit maintains links to local, state and federal law enforcement agencies throughout the nation and world, including the FBI's N.H. Joint Terrorism Task Force (JTTF) and the U.S. Attorney's Anti-Terrorism Advisory Council (ATAC).

The Terrorism and Intelligence Unit continues to be the Division's liaison with the Financial Crimes Enforcement Network (FinCEN), the National White Collar Crime Center (NW3C), the New England State Police Information Network (NESPIN), the El Paso Intelligence Center (EPIC) and the International Criminal Police Organization (INTERPOL) and is a founding member of the Northeast Regional Intelligence Group.

The Terrorism and Intelligence Unit, established under RSA 651-F, has been designated as the lead "all-crimes" component within the N.H. Information and Analysis Center (NH IAC). The NH IAC is one of the 72 federally recognized "fusion centers" within the United States, and has been designated within the Department of Safety as an "all-crimes/all-hazards" center.

The Terrorism and Intelligence Unit provides critical terrorist updates and officer safety information to State Police and approximately 200 county, local and federal law enforcement agencies through a secure, Internet-based e-mail system. During this fiscal year, the unit disseminated 226 intelligence and officer safety bulletins.

During this fiscal year, the unit reviewed approximately 3,303 pieces of information received from numerous law enforcement sources from across the country. The unit also reviewed 3,686 New Hampshire Motor Vehicle foreign driver license applications. Once reviewed this information is forwarded to Immigration and Customs Enforcement (ICE) for further review. The unit also processed 3,996 arrest reports by State Police personnel.

The Terrorism and Intelligence Unit reviewed 94 e-mails sent to the Investigative Services Bureau via the State Police web portal which provided tips and leads from the public related to criminal activity or wanted subjects. These tips were forwarded to the appropriate jurisdictions for vetting and investigation and have led to a number of arrests.

During this fiscal year, the unit continued its assistance to the New Hampshire office of the FBI by assigning a trooper to its Joint Terrorism Task Force (JTTF). The New Hampshire JTTF is responsible for the investigation of all terrorism-related activity.

The Terrorism and Intelligence Unit is in contact with U.S. Department of Homeland Security (DHS), through the Homeland Security Information Network (HSIN). This communications system delivers real-time interactive communication among state and local partners and with the DHS Homeland Security Operations Center.

The Terrorism and Intelligence Unit continues to develop and maintain the Law Enforcement Information Network Exchange (LINX), a central computerized criminal intelligence management system designed for the purpose of assisting state and local law enforcement agency personnel in ongoing multi-jurisdictional investigations and prosecutions.

During this fiscal year, the unit continued to provide 16 hours of LINX User Training, which includes the fundamentals of 28 CFR 23, to officers from state, local and county agencies. To date, 149 individuals representing 61 agencies and 125 division members have been trained and have access to the LINX system. During this time, there were 394 submissions into the LINX system, each of which was reviewed by the unit commander to ensure compliance with 28 CFR 23 and the protection of civil rights and civil liberties.

The unit participates in a biweekly secure electronic chat session with 14 state police organizations located in the Northeast. This chat and conference call keeps the intelligence analysts informed on all terrorism and criminal issues active in the region. The unit also continues to be an active participant of the New England State Police Administrators' Compact (NESPAC) intelligence working group.

SUPPORT SERVICES BUREAU

The Support Services Bureau provides many of the behind-the-scene services necessary to keep the Division functioning. The bureau is composed of Auxiliary Troopers, Communications Maintenance, Criminal Records, Fleet Maintenance and Equipment Supply, Headquarters Communications, National Crime Information Center, Permits and Licensing, and Recruitment and Training.

Auxiliary Troopers

Auxiliary troopers are certified part-time troopers who provide services, partially on a volunteer basis, by assisting division members with public relations events, communications, patrol, traffic control, and select background and criminal investigations.

Collectively, these part-time troopers served approximately 1,662 hours in 2009. Several retired troopers have joined the auxiliary force, bringing vast investigative experience that has been utilized for conducting applicant background investigations and assisting the Major Crime Unit.

Auxiliary troopers also participated in paid details, including Motorcycle Week in Laconia, race events at the New Hampshire Motor Speedway, county fairs, and civic activities.

Communications Maintenance Unit

Communications Maintenance is responsible for the installation, programming and servicing of two-way voice and data communications equipment owned or operated by all divisions within the Department of Safety and other agencies, including the Department of Resources and Economic Development, Fish and Game Department and other state and local public safety entities. During 2009, the unit logged 3,553 work orders.

During the fall of 2009, section personnel provided project management support for the construction of a 100-foot communication tower adjacent to the new Troop B barracks in Bedford. Section communications technicians also installed multiple antenna systems which allowed the N.H. Department of Transportation and State Police personnel to begin full operation at the new Transportation Management Center.

Personnel continued to assist the University of

New Hampshire Department of Electrical and Computer Engineering with the Consolidated Advanced Technologies (CAT) Program known as Project 54.

The Project 54-equipped vehicle features in-vehicle hands-free control of communications devices and state-of-the-art mobile data systems, which are supported by the statewide digital Astro mobile data network.

Section personnel are also responsible for installing mobile wireless access points which allow two-way data information transfers to P-54 equipped vehicles and are interconnected via high speed landline telecommunications links to P-54 mobile data servers in Concord.

These servers support existing Department of Safety law enforcement criminal information networks and will provide future access for wireless handheld devices such as bar code readers, driver license scanners, and personal data assistants.

Criminal Records Unit

The Criminal Records Unit maintains the state's Criminal History Record Information (CHRI) Repository, the Automated Fingerprint Identification System (AFIS), the Uniform Crime Reporting (UCR) System and the Sex Offender Registry.

Central Repository - In 2009, 179,050 CHRI requests, 108,506 dockets, 4,372 annulments, and 84,057 criminal and applicant tenprints were processed by the Central Repository.

Automated Fingerprint Identification System (AFIS) - The AFIS upgrade of 2007 gives the Criminal Records Unit the ability to transmit and receive electronic tenprint data to and from the FBI. The unit can respond to requests for fingerprints from New Hampshire and FBI records within 72 hours.

Uniform Crime Reporting - The Uniform Crime Reporting section logged 58,259 total offenses in 2009.

Sex Offender Registry - The Sex Offender Registry is responsible for maintaining the database of sex offenders within the State of New Hampshire. The law requires a convicted sex offender to register with the local police department. The registration information is forwarded to the Sex Offender Registry at State Police Headquarters in Concord where it is entered into the database on a daily basis.

Each week, registration information from the database is updated to the New Hampshire government website. The website information includes an active warrant list for wanted or non-compliant offenders, updated information on offenders against children posted pursuant to Megan's Law, and photographs of offenders, all of which is available to the public.

Quarterly non-compliance reports are mailed to all law enforcement agencies for their review and investigation of non-compliant offenders. The personnel assigned to the Sex Offender Registry serve as an informational resource to the public and local law enforcement agencies, addressing numerous inquiries on a daily basis.

At the end of 2009, there were a total of 4,436 offenders, with 2,063 on Megan's Law list.

Offenders are classified into categories. Registration is required either quarterly or semi-annually. Each offender also pays a \$50 annual registration fee. An offender is able to request an indigent hearing if he or she cannot afford to pay the fee.

Certified letters are mailed to each offender twice a year. If the offender has a post office box, a trooper delivers the letter to the offender's physical address.

Offenders are also required to provide additional information such as a temporary address, vehicle registration and professional license information, and e-mail addresses during each registration. Each time the information is changed, the offender is required to complete a new registration form.

Fleet Maintenance and Equipment Supply

Fleet Maintenance and Equipment Supply is responsible for the testing, bidding, procuring, issuing and maintenance of marked and unmarked vehicles for the Division of State Police. That includes regular maintenance performed at the Department of Safety automotive garage and any maintenance performed at independent facilities.

The unit is also responsible for procuring, issuing and maintaining an inventory of all Division uniforms and equipment.

The Division continued to order the Dodge Charger Police Package cruisers. Each high-profile Charger is installed with Project 54 (the system, developed by the University of New Hampshire, allows for hands-free and eyes-free operation of in-car de- 29

vices) and equipped with push bumpers to accommodate the efficient removal of disabled vehicles.

A significant project completed during the fiscal year was the vehicle repainting required after the merger of the DMV Highway Patrol and Enforcement Bureau into the Division, as Troop G, in 2008. All cruisers that met specific mileage criteria were painted to the State Police color scheme and all cruisers have been marked with the appropriate insignia.

The Division also responded to a change in the federal standard regulation which requires all persons working on the Federal Aid and Interstate Highway Systems to wear high-visibility safety apparel with a minimum rating of ANSI 2 (American National Standards Institute). The Division issued new raincoats and safety vests in order to meet the new standards.

Headquarters Communications Unit

Headquarters Communications continued evolving into a central dispatch center for the entire Division of State Police. The unit is responsible for dispatching Headquarters, Troop D, Troop G, Bureau of Liquor Enforcement, Office of the State Fire Marshal, the Division of Forests and Lands, and Fish and Game officers.

During this fiscal year, the unit absorbed numerous shifts of coverage at Troops A, B, and C. The unit is also the after-hours provider for other state agencies such as Homeland Security and Emergency Management, the Attorney General's Office, Marine Patrol and the Medical Examiners Office, and maintains electronic connections to the National Weather Service Alert System and Seabrook and Vermont Yankee Nuclear Power Facilities.

The center is also responsible for receiving all nationwide law enforcement electronic messages, which includes the data entry system for both the National Criminal Information Center (NCIC) and the National Law Enforcement Telecommunications System (NLETS). This also includes entering information from state and local agencies into the State Police On-Line Telecommunications System (SPOTS) and NLETS, including the NCIC State database for In-State Misdemeanor Warrants and Domestic Violence Petitions (DVP). With the implementation of Computer Aided Dispatch (CAD), the center can provide an immediate printout of all calls received within the state.

The Headquarters Communications Unit handled 33,252 calls during 2009.

National Crime Information Center Unit

The National Crime Information Center (NCIC) Unit focuses on officer safety, public safety, protection of the agencies entering the information, and protection of the persons whose data are being entered. NCIC makes centralized crime data immediately available to the criminal justice agencies throughout the 50 states, Puerto Rico and Canada.

Some of the entries made include wanted persons, missing persons, stolen vehicles, stolen guns, protection orders, and records of sexual offenders and their whereabouts.

Unit members review every entry made into NCIC, assuring that each meets the federal criteria in order to keep the state fully connected and compliant. The State Police Online Telecommunications System (SPOTS) is deployed to over 150 law enforcement agencies in New Hampshire via direct access.

At the close of the fiscal year, 61,001 records from New Hampshire remain active in the NCIC database; 27,881 additional records remain active in the in-state database.

Permits and Licensing Unit

The Permits and Licensing Unit performs background checks on individuals applying for nonresident licenses to carry concealed handguns, private investigator licenses, security guard licenses, dynamite and explosive permits, and fireworks permits. The unit also works extensively with all courts throughout the state in determining if petitioners are suitable to have their seized and surrendered weapons returned to them.

The unit issued 13,157 permits and licenses during 2009 and nearly 5,000 in the first half of 2010.

The Gun Line also received 26,044 calls for the purpose of approving gun transactions in all of 2009, pursuant to the Brady handgun law, and processed 13,606 such calls in the first half of 2010.

The unit also handled 304 return-of-firearms cases for the state's courts in 2009. It is also responsible for inspecting all non-permissible fireworks displays throughout the state as well as construction projects where explosives are used.

Recruitment and Training Unit

The Recruitment and Training Unit maintains an active list of qualified applicants for the position of State Trooper I. Testing for the position of State Trooper I is conducted six times per year.

Qualified applicants are initially invited to perform the physical agility test, followed by a written test. Applicants who are successful in these two examinations are invited to participate in a structured oral board.

Applicants successful in completing the oral boards are then considered for background investigations. The command staff reviews applicants who receive a favorable recommendation for employment after the background investigation.

Only a select few applicants are invited to the final two days of testing which consist of a polygraph examination, Director's interview, psychological examination, physical examination and drug testing.

Only seven probationary troopers were sworn in during this fiscal year.

Newly enlisted troopers attend 14 weeks of training at the Police Standards & Training Council. Upon graduation they are assigned a patrol responsibility under the daily supervision of a Field Training Officer.

Once released to solo status, the probationary trooper continues to work under close supervision of the troop field training officer supervisor.

Close supervision and evaluation are critical during the initial phase of a trooper's career and the unit is closely involved in the development of an employee through the Field Training Officer program.

The Recruitment and Training Unit is also responsible for ensuring that Division members are assigned to appropriate in-service training so that they may con-

tinue improve their skills. Each Division member must attend at least eight hours of in-service training per year, for continued certification as a police officer.

It is the responsibility of the unit to register troopers for those classes at Police Standards and Training Council or other available training. In addition, the unit coordinates in-service training, firearms training, defensive driving training, prosecution training, criminal interview and interrogation training and auxiliary/part-time police officer training and serves as a representative to the training committee of the New England State Police Administrators' Compact.

The Recruitment and Training Unit also oversees the administration of the college intern law enforcement program.

Executive Security Unit

The Executive Security Unit is responsible for the protection and transportation of the Governor and the First Family. The unit also strives to provide protection and assistance for visiting dignitaries to the state including a significant influx related to New Hampshire's First in the Nation Presidential Primary.

During the fiscal year, the Executive Security Unit continued its associations with the National Governors' Security Association, an important alliance for security updates on local and national levels, as well as for sharing information on National Executive Protection Standards.

Forensic Laboratory

The State Police Forensic Laboratory is the sole provider of forensic laboratory services in New Hampshire. The Forensic Laboratory receives and analyzes evidence from more than 220 city and town police departments, several state law enforcement agencies including the State Police, 10 county sheriff's departments, numerous city and town fire departments, and, on occasion, federal law enforcement agencies conducting criminal investigations in the state.

The Forensic Laboratory comprises two main laboratory facilities – the Criminalistics Group and the Toxicology Group. Technical services currently offered by the Criminalistics Group include firearms/toolmarks, latent impressions (finger/palmprints, footwear and tire track), serology, DNA, digital evidence, trace, and controlled substances examinations.



Technical services currently offered by the Toxicology Group include blood and breath alcohol testing as well as the analysis of controlled substances in urine, blood, and other biological samples. Staffing includes 48 criminalists, administration and support staff that has enabled the Forensic Laboratory to become a state-of-the-art facility with highly trained and experienced specialists in each discipline.

The State Police Forensic Laboratory is nationally certified by the Association of Crime Laboratory Directors – Laboratory Accreditation Board (ASCLD/LAB). The laboratory underwent a recertification inspection in June of 2009 and will undergo certification under ISO 17025 standards in 2014.

Professional Standards Unit

The Professional Standards Unit ensures that all conduct by Division members is consistent with New Hampshire statutes and the New Hampshire State Police Professional Standards of Conduct. The unit investigates all use of force incidents and citizen complaints.

In 2009, 116 complaints were filed against Division personnel (which includes sworn members and civilian staff). Fifty-seven were generated by civilians and 59 were generated by the Division itself. In the first half of 2010, 39 complaints were filed against Division personnel. Sixteen were generated by civilians and 23 were generated by the Division itself. Approximately 39 percent of Division-generated complaints are due to at-fault cruiser accidents or other equipment damage.

Colonel Frederick H. Booth served as Director of the Division of State Police during a majority of the 2010 Fiscal Year, retiring in April.

Colonel Robert L. Quinn was sworn in as the new Director on April 1, 2010.

In Memoriam

Trooper Raymond A. Elliott

July 15, 1946 to

June 1, 1947

Trooper Harold B. Johnson

July 1, 1937 to

October 11, 1948

Lieutenant Ivan Hayes

July 1, 1937 to

July 18, 1959

Trooper Gary P. Parker

September 12, 1986 to

November 29, 1989

Trooper Joseph E. Gearty

August 31, 1984 to

November 30, 1989

Sergeant James S. Noyes

February 25, 1977 to

October 3, 1994

Trooper Leslie G. Lord

January 16, 1987 to

August 19, 1997

Trooper Scott E. Phillips

March 23, 1990 to

August 19, 1997

DIVISION OF MOTOR VEHICLES

The Division of Motor Vehicles oversees motor vehicle and driver regulations for the State of New Hampshire. It enhances traffic safety and revenue collection through four main bureaus: Driver Licensing, Financial Responsibility, Registration and Title and Anti-theft, along with many smaller sections.

Detailed information regarding the various units of the DMV is provided below.

Bureau of Driver Licensing

In November 2009, the Bureau of Driver Licensing implemented an online driver license renewal system. Since its inception through June 30, 2010, 22,254 applicants successfully completed an electronic Online Driver License renewal.

Applicants are allowed to renew their driver license online every other renewal cycle if they meet certain criteria and have a recent photo on file.

Currently, the online renewal system is set up to recognize operator driver license renewals only. Those applicants who are eligible receive a Renewal Identification Number on their renewal application.

In April 2010, Driver Licensing implemented automated driver license tests throughout the state. This system utilizes touch screen computers with a randomized testing system for each type of written test issued.

This new system has been very successful. It has improved customer service at the counter due to the instant pass/fail feature and the instant reporting of the results of the written test to the Licensing system. The second phase of this system, called Scheduler, which will schedule road tests, will be implemented later in 2010.

The Licensing Bureau's main office is in Concord with 15 satellite locations throughout the state. In the last year the bureau issued 313,161 cards, 23,654 of which were non-driver identification cards. The remainder were driver licenses.

Licensing examiners conducted 36,072 operator road tests and 1,591 motorcycle road tests. State troopers assigned to DMV conducted 2,546 Commercial Driver License road tests.

Mission Statement:

We are committed to public safety and quality customer service.

We will provide and deliver your motor vehicle services including education, enforcement, identification, licensing, registration and title.

We will be friendly and helpful while serving our customers in a professional and efficient manner.

Bureau of Financial Responsibility

The Bureau of Financial Responsibility administers and enforces motor vehicle statutes that have a direct effect on an individual's driving record and the status of driver license and vehicle registration privileges. It is the central site for data gathered from all law enforcement agencies, district and superior courts and out-of-state motor vehicle registries.

The bureau is responsible for receiving, processing and maintaining records of all information entered to an individual's record including convictions, suspensions or revocations, restoration dates and crash involvement.

The bureau is divided into nine subsections:

- *Imaging* – Transfers original documents and information related to suspension or revocation actions, convictions and crash involvement, to a computerized document imaging and retrieval system.
- *Driving Records* – This section processes requests received from businesses, insurance companies, law enforcement agencies, courts and individuals for New Hampshire driver records, crash reports and various suspension and restoration notices within the parameters established by the N.H. Motor Vehicle Privacy Act.
- *SR22/Alcohol* – Processes SR22 Certificates of Insurance forms, SR26 Cancellation of Insurance forms, impaired driver intervention program certificates of completion and defensive driving certificates of

completion. This section verifies the accuracy of the documents as established by motor vehicle laws and administrative rules.

- *Plea by Mail* – Processes traffic complaints or citations received from local and state law enforcement agencies throughout the state. The section processes payment of fines as well as not-guilty pleas. This section receives an average of 9,250 traffic complaints or citations each month. During peak periods volume can exceed 11,000 complaints or citations received per month. Payments are processed via check, cash and, as a recent development, credit card transactions.

- *Court Processing Section* (formerly known as “Majors”) – Processes conviction and default information received from district and superior courts for both “minor” and “major” offenses. Examples of minor offenses or convictions include speeding, traffic signal violation and negligent driving. Examples of major offenses or convictions include DWI offenses, conduct after an accident, operating after suspension/revocation, and reckless operation.

The “major” vs. “minor” distinction is related to the legal penalty for the offense and is in no way meant to trivialize the so-called “minor” offenses, which all are frequent causes of collisions.

- *Out-of-State* – Processes information received from out-of-state courts, Canadian provinces and other state registries of motor vehicles. Information received includes convictions, defaults, and suspension information.

- *Crash* – Processes information obtained from Operator and Uniform Police Crash Reports. Information related to reportable and non-reportable crashes is captured for statistical purposes. The section also maintains records and generates suspensions resulting from uninsured motorist crashes, defaulted agreements, and civil judgments awarded by New Hampshire courts.

- *Customer Service Counter* – This section has direct contact with customers. The clerks assigned to this area complete a variety of tasks ranging from payment of a traffic citation or complaint to reviewing documents and restoring an individual’s privileges. The clerks are responsible for ensuring that all court and program documents are completed as required prior

34 to restoring driver privileges.

- *CDLIS/PDPS Helpdesk* – this section processes information related to the Bureau of Financial Responsibility and the Bureau of Driver Licensing. Tasks or processes related to the Bureau of Financial Responsibility include ensuring that conviction and suspension information is properly received from and provided to other state registries of motor vehicles.

In FY 2010, the bureau continued to work with the Bureau of Driver Licensing, Bureau of Hearings, and Department of Information Technology to implement changes in the Motor Carrier Safety Improvement Act (MCSIA) laws. The bureau continues to process information related to the establishment of an Alcohol Ignition Interlock Program.

The bureau has also been working closely with the Department of Information Technology to implement an online ticket payment process for motor vehicle offenses or moving violations with preset fines.

Financial Responsibility Transactions

FY 2010

Traffic citations received	109,116
Motor vehicle records generated	109,469
Crash reports issued	3,360
Documents imaged	418,667
Crash reports processed	33,265

Bureau of Registration

The Bureau of Registration oversees the registration of any type of vehicle, trailer and boat required to be registered, with the exception of Off-Highway Recreational Vehicles.

The bureau is responsible for collection of the appropriate fees in accordance with the provisions of the state motor vehicle and boating laws. The purpose of the registration requirement is to protect the public and to facilitate vehicle identification in the case of a collision, theft or violation of law.

The Bureau of Registration staff consists of a supervisor, assistant supervisor and 64 full- and part-time staff. During Fiscal Year 2010, the bureau operated 12 state registration offices.

Headquarters is located in Concord, with substations in Claremont, Dover, Keene, Epping, Berlin, Manchester, Milford, Salem, Tamworth, Belmont and Twin Mountain.

The bureau is also responsible for the registration

of boats and the regulation of all N.H. Boat Registration Agents, the International Registration Plan (IRP), processing applications for walking disability placards, overseeing all dealers and inspection stations and managing the Municipal Agent program.

The Municipal Agent Automation Project (MAAP) was implemented on July 11, 2005. MAAP is a vehicle registration and title computer system which connects the Division of Motor Vehicles to many towns and cities throughout New Hampshire that issue vehicle registrations.

MAAP allows on-line Municipal Agents to process both the local and state portions of registrations. As part of the MAAP process, the bureau was responsible for assisting in the implementation of a new style registration certificate.

This new style registration certificate includes many new features, such as a bar code which law enforcement can scan on the roadside, and is printed using newer technology on a laser printer. As of June 30, 2010, there were 223 Municipal Agents throughout the state.

During FY 2010, the Bureau of Registration was in the process of making many improvements to the way N.H. Department of Transportation E-Z Pass toll violations will be handled through the Division of Motor Vehicles.

The MAAP system was updated to allow for the denial of a registration renewal privilege for a particular registration due to NHDOT E-Z Pass toll violations. This was implemented in October of 2009.

Registration Data - FY 2010

Passenger Vehicles	835,344
Trucks	341,865
Trailers	175,253
Motorcycles	77,023
Other	17,926
Initial "Vanity" Plates Issued	166,272

Boat Registration Unit

The Bureau of Registration works in conjunction with the Division of Safety Services in the registration of all boat registrations.

Boat registrations are renewed annually and all expire on December 31st of any given year. As of Dec.

31, 2009 there were 95,569 boats registered in New Hampshire. At the close of FY 2010 there were 89 authorized boat agents and 14 state locations able to process boat registrations.

During this fiscal year, the Bureau of Registration in conjunction with the Department of Information Technology and the Division of Safety Services implemented a new boat registration system. This new boat registration system allows for the registration of boats through the MAAP system for all online boat agents and state locations that process boat registrations.

As part of the implementation, the online agents and state locations began printing a new-style boat registration certificate which included a bar code that enables law enforcement to scan the registration certificate. This new system was implemented on March 8, 2010.

International Registration Plan Unit

The International Registration Plan (IRP) provides for the registration of commercial vehicles that travel in two or more member jurisdictions. It is a registration reciprocity agreement among U.S. states and Canadian provinces that provides for the payment of license fees on the basis of fleet miles operated in the various jurisdictions.

Under the terms of the agreement, one jurisdiction collects the apportioned fees and divides them among the other IRP jurisdictions according to a formula based on percentage of mileage traveled in each jurisdiction, vehicle identification information, and maximum weight. During FY 2010, there were 3,145 active IRP accounts and 10,603 registered vehicles.

On average, \$724,800 in monthly fees was collected. Approximately \$315,700 remained with New Hampshire after apportioned fees were distributed to other jurisdictions. IRP currently operates in two locations in the state, at the Twin Mountain substation and the main office in Concord.

Inspection and Dealer Units

The Inspection and Dealer Units control the distribution of motor vehicle inspection stickers, dealer plates, applications, and other various forms used by New Hampshire dealers and official inspection stations.

During FY 2010, the dealer program monitored 35

the operation of 2,216 dealers. This included 846 new and used, 42 automotive recycling, 84 motorcycle, 425 repair, 192 transport, 184 utility, 164 wholesale and 279 non-plated retail dealers. There were 11,253 active dealer plates of all kinds in use in the state during FY 2010.

Also during FY 2010, the inspection program oversaw and monitored 2,381 inspection stations. That included 294 fleet, 17 replacement glass, 104 municipal and 1,966 public inspection stations.

During this fiscal year the Bureau of Registration worked with an outside vendor in determining business requirements for a new Inspection and Dealer system. These requirements will be used when a new system is designed.

Municipal Agent Program

The registration of motor vehicles in New Hampshire is a service performed by authorized Municipal Agents (MAs) in many towns and cities. Subject to approval by the Commissioner of Safety and the governing body of a city or town, the Director may appoint municipal officials as agents to issue, renew or transfer motor vehicle registrations.

At the close of this fiscal year, all 223 Municipal Agents were online and connected to the state computer system through the Municipal Agent Automation Project, performing registration transactions in real time. The duties of the program consist of monitoring compliance with New Hampshire laws, administrative rules and procedures, and the MA contracts, in conjunction with the Division of Motor Vehicles Audit Section.

The MA program conducts the required training for MAs and their staff. The MA program and the entire Bureau of Registration work in conjunction with the Department of Information Technology to assist with the implementation and monitoring of computer programs connecting Municipal Agents to MAAP. The Municipal Agent Program also operates the Municipal Agent Help Desk.

The MA Help Desk answers telephone calls, e-mails and faxes from all 234 towns and cities in New Hampshire. In addition to the other duties of the program such as municipal agent training, the MA Help Desk answers an average of approximately 8,000 calls per month with a minimum of two and maximum of six

employees staffing the telephones.

Walking Disability Unit

The Bureau of Registration Walking Disability Unit oversees all applications for Walking Disability privileges. The Walking Disability Unit consists of two part-time staff members in the Concord office.

All applications for Walking Disability plates and permanent placards are completed in the Concord office. DMV substations (with the exception of Belmont) can only issue temporary placards.

At the close of FY 2010, there were 80,937 permanent placards and 2,010 temporary placards issued.

New Hampshire issues the most per capita walking disability permits in the nation.

Bureau of Title and Anti-Theft

The Bureau of Title and Anti-Theft is primarily responsible for issuing motor vehicle titles. The bureau also determines the legal ownership of motor vehicles on liens and initiates investigations of criminal and consumer fraud.

The title law was established in 1968. The bureau issued an estimated 90,000 titles in that first year.

Title Activity - FY 2010

Total titles issued	301,442
New and demo vehicles	88,149
Used vehicles	213,293
Title administrative hearings	47
Fraud investigations	30
Stolen vehicles notifications	3,050

The bureau works closely with the Division of State Police on criminal investigations involving title issues, and works with federal, state, county and local law enforcement agencies to identify stolen vehicles. It assists in cases of insurance fraud, dealer violations and consumer complaints.

The bureau began issuing a redesigned, more secure, certificate of title for motor vehicles in July 1, 2010. The significant changes in the new design are as follows:

- The size of the title certificate was increased to 8.5 by 11 inches.

- The vehicle identification number (VIN) prints twice. The second VIN is in a shaded box.
- Additional fields were added to the title. They are gross vehicle weight and number of axles.
- The current title number font was increased in size and printed in a shaded box.
- The title now includes a printed bar code, compliant with American Association of Motor Vehicle Administrators specifications.

The new certificates are being issued for new vehicle registrations. Existing title certificates are not being reissued or replaced.

The current economic decline has resulted in the Title Bureau issuing titles for more used cars than new cars. Many times the same used cars are resold several times a year. This also increased the number of used vehicle titles issued.

Another change caused by the economy is an increase in the number of smaller vehicle titles issued, rather than those for larger SUVs.

Motorcycle Rider Training Program

The 2010 season marked the 20th anniversary of the N.H. Motorcycle Rider Training (MRT) Program. The MRT Program currently has three full-time employees and 65 part-time rider coaches.

Over the past few years the program has expanded its sites including range locations in Merrimack, Hooksett, Concord, Laconia, Keene, Portsmouth, North Haverhill, and Whitefield. Classes are conducted from early April to the beginning of November.

All of these locations run courses on the weekends, and weekday courses are offered at the Concord, Hooksett and Laconia sites. At least one more location is planned for southern New Hampshire during the 2011 season.

The MRT Program uses a curriculum that is constantly evolving to keep up with the changes in the motorcycle world. The Motorcycle Safety Foundation (MSF) develops the curriculum and provides the insurance.

The program offers three separate courses by MSF, Beginner, Intermediate and Experienced, to accommodate the needs of students. More than 75 percent of the people who take the class are doing so because they want to obtain their motorcycle endorsement.

The program trained 3,048 students from July 2009 to June 2010.

The MRT Program also received two stationary SMARTrainers made by Honda and purchased with a grant, to assist students in the classroom. They introduce students to what a real motorcycle's controls look and feel like before they get on the road.

All of the rider coaches must go through a training session before they can teach students on the SMARTrainers. These coach training sessions are conducted at the yearly instructor update sessions. The update is a mandatory full-day meeting to review curriculum improvements and new training concepts.

Motorcycle fatalities have risen across the country during 2010 and New Hampshire is part of that trend. Training during 2011 will stress proper obstacle avoidance and cornering maneuvers.

Driver Education

The Driver Education Section provides oversight and support to New Hampshire's 92 public and 29 private high schools as well as 83 commercial driving schools throughout the state. There are approximately 254 certified instructors, each of whom has passed the eight-credit driver education instructor curriculum and comprehensive written and driving tests administered by the Driver Education Section.

New Hampshire RSA 263:19 requires all 16 and 17-year-olds who apply for a driver license to complete an approved driver education program. More than 17,000 students participate in driver education annually, through a high school or commercial driving school. Driver Improvement and Point Reduction courses are also approved and inspected by the Driver Education Section. There are currently 11 approved Driver Improvement programs.

Public and private schools receive \$150 for each in-state pupil who has completed an approved driver education program. These funds are used by the school or School Administrative Unit to promote youth driver education and safety.

The revision of the Driver Education Administrative Rules (Saf-C 3100) in late 2009 reduced the number of reimbursements from 10,831 to 9,140 in 2010.

In an attempt to reduce lines at many of the substations the New Hampshire Division of Motor Vehicles announced the development of an innovative 37

DRIVER EDUCATION

Public Information Requests

Calls to Department	6,121
Calls Made to the Public	1,148
Non-Departmental Calls	1,782
Driving School and Point Reduction Information Requests	480
Number of Manuals Supplied to the Public	967
Enforcement Letters to Schools and Instructors	58
Informational Letters to Schools and Instructors	223
School Compliance Reviews	11

Commercial Driving Schools

Number of Certificates Issued	16,919
Miscellaneous Supplies Provided	707
Instructors Certified	49
Instructors Tested	30
Commercial Schools Licensed	89
Manuals Supplied to Driving Schools	15,221
Number of Vehicles Inspected	4

Secondary Schools

Reimbursements Issued	9,140
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Student Enrollment

Students Enrolled	15,582
Students Completed	12,928

testing procedure which allowed driver education students to participate in road tests on the weekend.

During FY 2010, nearly 800 written exams and 625 road tests were administered under the direction of the Driver Education Section.

Pupil Transportation Unit

The Pupil Transportation Unit oversees more than 100 public school bus companies. This unit is responsible for conducting criminal and motor vehicle background checks on more than 3,900 school bus drivers who are employed in the State of New Hampshire.

In addition to safety inspections by an official inspection station, school buses are mechanically inspected once each year by a state trooper from Troop G before they are authorized to carry passengers. The unit inspects more than 2,500 school buses in the state.

This unit is an integral part of the investigation of all school bus crashes and thoroughly investigates complaints regarding school buses and school bus drivers. This unit works in conjunction with local police departments and other state agencies.

The unit also participates at the state Emergency Operations Center, in case of an emergency where school buses may be needed for an evacuation. The unit supervisor, a state trooper, is responsible for coordinating this task with the bus companies. The Vermont Yankee and Seabrook Station nuclear power plant exercises are conducted in alternating years.

The unit supervisor is also responsible for the training and certification of school bus drivers and school bus driver instructors in the state. Once a year, a 40-hour class is taught for the school bus training certificate.

The unit supervisor also conducts audits on the school bus companies to ensure compliance with the Saf-C 1300 rules for School Bus Transportation. This entails an audit of the driver files and periodic inspections of school buses.

On-Board Diagnostics and Safety Inspection Program

The On-Board Diagnostics (OBDII) system is an integral part of the computer systems of all passenger cars and light trucks manufactured after 1995. OBDII detects the deterioration of power train components or emission controls that may result in increased ve-

hicle exhaust emissions.

By detecting such problems early, OBDII enables the consumer to have repairs made *before* problems become more severe and more expensive to correct.

New Hampshire's On-Board Diagnostics and Safety Inspection Program is a decentralized program with more than 1,800 DMV-licensed vehicle inspection stations throughout the state. Inspection/OBD test results for approximately 1.3 million OBD-qualified vehicles are reported to the state electronically.

This system provides valuable benefits to motorists, in addition to ensuring that New Hampshire remains compliant with EPA emissions regulations. Inspection technicians must specify the exact reasons for failing a vehicle, or list what items would need repair in order to pass the safety inspection.

The vehicle's emission system reports the OBD status of the vehicle and any conditions requiring diagnosis and repair. This record helps to protect consumers from fraudulent additional charges for unnecessary repairs.

The DMV's computerized reporting and analysis system can identify inspection stations whose behavior indicates possible inspection fraud. This has proven extremely useful in prosecuting inspection fraud cases and has promoted a positive consumer image for the OBD Program and the DMV in general.

The New Hampshire OBD and Safety Inspection Program continues to lead the nation with its innovative approaches to fraud detection and customer service.

The OBD Program Manager supervises the Economic Hardship Waiver (EHW) program as mandated by the Legislature. The EHW program provides New Hampshire residents who cannot afford to make necessary emissions repairs with an opportunity to apply for a waiver that exempts their vehicle from emissions testing for one inspection cycle.

The program is administered using the broadest possible criteria. The only requirements are that the vehicle must have passed the safety inspection, but failed the emissions test. The owner must provide a written estimate of the needed emissions repairs and an explanation of the reasons for seeking a waiver.

Since its inception in 2006, the program has processed an average of 175 waiver applications per year with an approval rate of more than 80 percent. 39

What originally started out as a purely regulatory program has now become a customer service-oriented consumer protection operation. The program's continuing goal is to promote public education and understanding of OBDII and the importance of early diagnosis and repairs.

Statistical Data

DMV collects and analyzes statistics to respond to internal and external requests for information on motor vehicle activity in the state. The information is used to help make decisions on policy, legislative rulemaking and safety actions by local and state police.

Such data projects have included:

- Crash occurrence on interstate roadways.
- Motorcycle speed thresholds.
- Use of protective wear and severity of injuries.
- Customer comment card analysis.
- Crash analysis to target enforcement efforts.
- Internal monitoring and quality control of DMV programs.

Statistics provided by the DMV are used by other state agencies, such as the departments of Health and Human Services, Transportation and Education to support their health and safety programs.

Fatality Analysis Reporting System (FARS)

Since 1975, the National Highway Traffic Safety Administration (NHTSA) has operated the Fatality Analysis Reporting System (FARS). FARS is a national data collection system that contains information on all motor vehicle crashes in which there is at least one fatality.

Fatal crashes are reported on Police Accident Reports. Detailed information on the circumstances of crashes is obtained from a variety of sources including state and local police departments, other state agencies, driver licensing files, vehicle registrations, state Department of Transportation data, emergency medical services records, medical examiner or coroner reports, toxicology reports, hospital records, and death certificates.

The FARS unit in New Hampshire is funded by NHTSA and the N.H. Highway Safety Agency. FARS data are used to identify problems, evaluate safety countermeasures and facilitate the development of traffic safety programs at the national and state levels. An

extensive annual analysis is performed and published noting demographic trends in fatal crashes.

During FY 2010:

- 94 people died in automobile-only crashes in New Hampshire. Of these fatalities, 52 people or 55.3 percent were not wearing seatbelts.
- Of the 29 motorcycle fatalities, 23 people or 79.3 percent were not wearing helmets.
- May was the most deadly month, with 16 total fatalities.
- Hillsborough County had the most fatalities with 25; Sullivan County the fewest with five.

Arbitration

The Motor Vehicle Arbitration Board helps consumers who have new vehicles with defects get them repaired or to obtain some relief. The Arbitration Board caseload declined by 18 percent during FY 2010, reflecting a decline in sales of new vehicles due to the poor economy.

Following is the disposition of cases for the New Motor Vehicle Arbitration Board during FY 2010:

- Fifty-eight Demands for Arbitration were accepted.
- Five refunds were awarded to consumers, totaling \$93,764.38.
- Two replacement vehicles were awarded to the consumers.
- Nine cases were settled before hearing.
- Sixteen cases were withdrawn before hearing where the vehicle was repaired.
- Three cases were dismissed.
- Twenty-two cases were found for the manufacturer.
- One case is pending.

Approximately 43 percent of the arbitration demands during this fiscal period were resolved prior to the hearing, either through settlement with the manufacturer or repair of the vehicle. Of all the cases filed during this period, 34 hearings were held over 16 hearing dates.

The program specialist for the New Motor Vehicle Arbitration Board reviews all Demands for Arbitration to determine hearing jurisdiction according to RSA 357-D. The program administrator acts as a liaison between the parties, answering questions and often facilitating settlement between them. The hearings

that move forward are then coordinated with requests for discovery from both the consumer and manufacturer before the hearing date.

Cases are distributed to board members who will sit on a particular hearing date. After each hearing, board members inspect and test drive the subject vehicles. The board decision is announced in a public session after each test.

The board's orders on all cases are drafted by the program specialist for the board chair's review and signature. Most decisions are mailed to all parties within a week of the hearings.

In FY 2010, three motorcycle cases were accepted. One was withdrawn as repaired, another was settled by the manufacturer and a third resulted in a consumer award at hearing with the board finding for a refund. One snowmobile case was also accepted, which resulted in a consumer settlement by the manufacturer.

Also during this fiscal period, one case was appealed by the consumer to N.H. Superior Court, and the board's decision was upheld in July 2009.

Call Center

The DMV Call Center gives live customer support to New Hampshire residents for most DMV processes. The staff of nine is trained in all DMV procedures and policies, phone credit card payments and most computer applications.

The Call Center, in conjunction with the Training Unit, offers bureau-specific training for employees on issues particular to the Driver Licensing, Title, Registration and Financial Responsibility bureaus.

This on-the-job training gives new employees the needed modeling for proper phone procedures along with standardized answers to the most common questions they will be asked. It also provides hands-on training on DMV-specific computer applications.

Training Unit

The Training Unit provides all DMV employees with professional growth training.

The following mandatory classes are taken by all new DMV employees:

- DMV Orientation
- Customer Service
- Ethics

Telephone Skills

- Privacy Act/Confidentiality
- Money Handling
- Fraudulent Document Recognition
- Those in a leadership position must also take the following classes:
 - Interviewing Skills
 - Performance Review

Remedial training is also offered for employees with work deficiencies, as is training on advanced topics to assist supervisors and those desiring to become leaders with professional growth.

All classes are created in-house for the specific needs and circumstances of the DMV personnel. They are timely and based on current practices in the private sector. The curriculum content is created based on employee needs as identified by management, supervisors and employees, and is designed with the unique circumstances of DMV employees to help facilitate the learning and application of various business skills.

Professional growth classes include Communication Skills, People Skills, Change and Stress Management, Coaching and Mentoring, and Business Writing.

During this fiscal year, 148 employees attended professional growth classes and mandatory classes and 77 municipal agents, their vendors and other state employees were given Driver Privacy Protection Act training.

The mission of the Training Unit is "to provide all Division of Motor Vehicles personnel with clear, helpful, timely, appropriate and free information to develop the skills necessary for both basic job duties and growth, in a manner that is both convenient and comfortable."

The Training Unit continually reinforces the mission and the fundamental goals of the training by using the acronym S.T.A.R.S.: Striving Towards Amazing and Respectful Service.

Audit Section

The audit team continues performing Municipal Agent compliance audits at the municipal offices throughout the state. In the past fiscal year 120 Municipal Agent offices were audited. The audit team is on schedule to visit each of the 223 Municipal Agent 41

locations on a two-year cycle, with the larger cities being audited annually.

The regular audit schedule has been well accepted by the Municipal Agents as it reinforces their understanding of the rules and procedures established to guide them in the performance of their duties. The audit also establishes a cutoff point for many of the record retention procedures.

Inventory controls incorporated into the MAAP software, and the successful integration of all Municipal Agents to online processing have resulted in less time being required to research individual inventory units.

The auditors now spend more time observing the office procedures, identifying areas of concern and discussing these items with Municipal Agents, as well as addressing their questions and concerns.

In addition, nine state Motor Vehicle substations were audited during the fiscal year.

Other Significant Actions:

- On June 29-30, 2010, a sweep of all Motor Vehicle substations verified cash on hand. Cash banks were redistributed and reduced in some substations. This staging of petty cash banks has essentially eliminated the necessity for personnel to transport cash from one location to another.
- Efforts to relieve the current inventory system of obsolete data continue. With each audit, a listing of obsolete inventory is compiled to be removed from the inventory system.
- The audit team continues to review DMV invoices prior to their final processing. This helps ensure the validity of the payments and keeps the division up to date on pending expense charges.
- All auditors are certified to conduct driver's license road tests as part of an ongoing effort to cross train and reduce the wait time for people at the DMV.
- Auditors continue to review the documentation of Replacement Driver License transactions as well as the disposition of funds in the Driver Training Fund.
- Auditors participate on the Joint Loss Management Committee. Committee members are trained in workplace hazard identification and accident/incident investigation.
- They reconcile Over and Short Reports for employees and Municipal Agents.

- Random audits of the central DMV vault are conducted to verify petty cash accounts.
- They conduct annual heavy vehicle use tax certification.
- They assist in obtaining information for the preparation of the DMV biennial budget.
- Auditors monitor advices and order amounts of required forms, and verify charges against the various organizations.
- They review and verify application budgets for federal grants.
- They review and verify monthly quantities for Marquis ID Systems invoices for licenses issued.
- They conduct an annual review of computer system permissions and building access status.
- They participate in quarterly Payment Card Industry Training to ensure compliance with most recent data security standards.

Virginia C. Beecher served as Director of the Division of Motor Vehicles from July 1, 2009, through March 31, 2010.

Richard C. Bailey, Jr. was confirmed as Director of the Division of Motor Vehicles on April 14, 2010.

DIVISION OF SAFETY SERVICES

The Division of Safety Services includes Marine Patrol, Boating Education, the Moorings Program, and Tramway and Amusement Ride Safety.

The Division operates out of two Lakes Region facilities. Headquarters, located on Lake Winnepesaukee in Gilford, houses the Director's office, Marine Patrol headquarters, the boat maintenance shop and the Tramway and Amusement Ride Safety Bureau. The Belmont facility, located on Route 106, contains offices and boat storage space.

The Boating Education offices and the Moorings Program are located in Belmont, where the Division stores nearly 100 boats and trailers used by Marine Patrol officers during the boating season.

The state's lakes, ponds, rivers and tidal waters provide New Hampshire residents and visitors with a variety of recreational opportunities ranging from "quiet water" uses such as kayaking and canoeing to regattas, races and water skiing competitions and power vessel operation.

The challenge for the Marine Patrol is to ensure a safe and pleasurable environment while maintaining a balance among those competing uses. The Marine Patrol strives to educate, inform and enforce laws and rules to maintain the residential, recreational and scenic values to which the state's water users have become accustomed.

The Boater Education Program, established by the



Mission Statement:

The Division's mission is to provide a safe, enjoyable, and environmentally responsible use for all of the state's public waters, ski lifts and carnival amusement rides. Through three of its sections; Operations, Aids to Navigation and Boater Education Program, the Division provides a comprehensive marine safety enforcement program, places over 5,000 aids to navigation and offers boater education for all recreational and commercial boat operators. and a comprehensive program of ski lift and carnival amusement safety.

Legislature in 2000, oversees the state's mandatory boating education certification program through classes for residents and visitors.

The Moorings Program, in place since 1988, oversees the regulation and permitting of moorings on seven of the state's largest inland bodies of water. The state issues permits for individual applicants, congregate applications (from homogeneous groups applying for more than four moorings in an identified mooring field) and public mooring fields.

The Bureau of Tramway and Amusement Ride Safety is responsible for the registration and inspection of all mechanical ski lifts operating in the state's 42 public ski areas as well as the investigation of all accidents occurring on those lifts.

The bureau is also responsible for the registration and inspection of all amusement rides and devices operating at amusement parks and water parks, as well as those that are part of traveling amusement shows that set up at the state's numerous fairs and other public venues.

N.H. Marine Patrol

The Marine Patrol provides services on all 975 43



public bodies of water throughout the state, including the 158 miles of shoreline in the Seacoast area. Ten full-time sworn personnel and more than 75 seasonal part-time officers conduct regular law enforcement patrols on approximately 200 bodies of inland waters during the boating season. Coastal patrols are conducted year-round.

The Marine Patrol's mission on the Seacoast is to provide regular recreational boating law enforcement patrols during the boating season as well as providing year-round support to the U.S. Coast Guard in search and rescue efforts and in fulfilling the state's Homeland Security obligations.

During the first part of this fiscal year, boat registrations dropped in response to the nation's economic difficulties and less than ideal weather conditions. During 2010, the number of registrations held steady, with approximately 95,400 vessels being registered in New Hampshire.

Marine Patrol officers issued just under 5,000 warnings and 2,238 citations and responded to nearly 4,000 calls for service during this fiscal year.

While enforcement of boating regulations and criminal laws is an important component of the Marine Patrol's mission, officers also conduct commercial boat inspections, commercial license testing, recreational boat inspections, vessel decibel testing and placement and maintenance of 3,500 navigational aids on inland waters.

Additionally, there were just under 1,000 water event permits, more than 370 swimline permits, and 88 slalom course permits issued on the state's inland public waters during this fiscal year.

The Marine Patrol is also responsible for the investigation of any drowning or suspected drowning as well as all accidents on public waters resulting in death,

serious injury or property damage of \$2,000 or more.

The Marine Patrol has the primary responsibility for those investigations and for mandatory federal reporting requirements, although various agencies may exchange data and cooperate with each other to avoid unnecessary duplication of efforts.

The Legislature's passage of a speed limit law for Lake Winnepesaukee presented an additional challenge for the Marine Patrol this summer.

Boating Education Program

The Division's Boating Education Program, now fully implemented, has certified more than 140,000 vessel operators. State law requires that any person operating a vessel of more than 25 horsepower must have completed a boater education course and possess a valid Boater Education certificate issued by the State of New Hampshire, the U.S. Coast Guard or the U.S. Power Squadron.

The state, through this program, offers a National Association of State Boating Law Administrators approved course for vessel operators. The courses are available in a classroom setting, online, and with home study courses.

During this fiscal year, state law mandated that anyone seeking a boating education certification must take a proctored exam to complete the certification process. The proctored exams are offered year-round in many locations throughout the state.

Moorings Program

The Moorings Program registers and issues more than 4,900 mooring decals each year on the state's six largest lakes.

During this fiscal year, legislation was enacted to allow residents/taxpayers to petition the state to include other water bodies in the Moorings Program. To date, Bow Lake has been added to the Moorings Program.

Division personnel review applications, issue individual mooring permits, assist applicants with preparation of documents for congregate mooring applications which are submitted to Governor and Council for approval, and maintain database records for permitted moorings on inland waters.

Bureau of Tramway and Amusement Ride Safety

The Bureau of Tramway and Amusement Ride Safety oversees the safe operation of all ski lifts and amusement rides operating in New Hampshire. Bureau personnel oversee the installation of new or modified ski lifts, registration and annual inspection of lifts, and investigation of accidents and incidents involving personal injury or mechanical failure.

The bureau also works with the New Hampshire Tramway Board to review and approve applications for construction or modification of lifts to ensure that all safety code requirements are met.

During this fiscal year, bureau staff registered 145 mechanical lifts throughout the state. They also conducted more than 700 lift inspections. There were 119 reportable ski lift accidents during this fiscal year.

In addition to the ski lift registration and inspection program, the bureau registers and inspects all fixed and traveling amusement rides, water parks, go-kart tracks, bungee jumping and climbing walls operating in New Hampshire.

Fixed parks are inspected yearly. Traveling amusement companies have rides inspected each time they set up at a location in the state.

During this fiscal year inspectors registered approximately 1,000 rides or amusement devices and conducted more than 1,400 site inspections.

There were 65 amusement ride incidents reported in this fiscal year.

David T. Barrett serves as Director of the Division of Safety Services.



New Hampshire's 10 Largest Lakes

	Size (acres)
Winnepesaukee Gilford	44,567
Umbagog Errol	7,853
Squam Holderness	6,268
Winnisquam Laconia	4,263
Newfound Bristol	4,107
Sunapee Sunapee	4,083
Moore Littleton	3,489
Ossipee Ossipee	3,092
Wentworth Wolfeboro	3,018
Massabesic Auburn	2,900

DIVISION OF FIRE SAFETY, OFFICE OF THE STATE FIRE MARSHAL

The Division of Fire Safety, Office of the State Fire Marshal, is responsible for the protection of the public and the state's fire service with coordinated efforts in Code Enforcement, Public Education, Hazardous Materials and Incident Investigation, thereby reducing the loss of life and property due to fire and other emergencies in the State of New Hampshire.

The Division is divided into three bureaus: Field Operations, Building Safety and Construction, and Administration.

Field Operations

The Bureau of Field Operations is responsible for law enforcement related to arson, fire cause and origin investigations, building collapse, carbon monoxide and fire-related deaths, fire code enforcement and interpretations, hazardous materials incidents, and public fire safety.

The bureau consists of eight fire investigators, two district chiefs, a hazardous materials coordinator and 10 part-time inspectors/investigators. Investigators are sworn police officers with authority to interview witnesses, collect evidence, make arrests and appear in court as expert witnesses.

Investigators participate in continuous training through the full-time Police Academy, the National Fire Academy, Post-Blast Training conducted by the U.S. Bureau of Alcohol Tobacco, Firearms and Explosives, Arson Seminars held at St. Anselm's College and training that is provided through the Division of Fire Safety and the Bureau of Education and Training.

The division operates a K-9 team staffed by District Chief John Southwell with K-9 Andre. Andre is a black Labrador retriever, formerly a seeing-eye guide dog, that joined the office on September 7, 2009. Andre replaces K-9 Jade who has retired and is enjoying her time in the Lakes Region. This K-9 team is recertified yearly and is used to detect minute traces of accelerants used in fires and can lead investigators to a specific location of the evidence.

The bureau responded to 13 fatal fires this fiscal

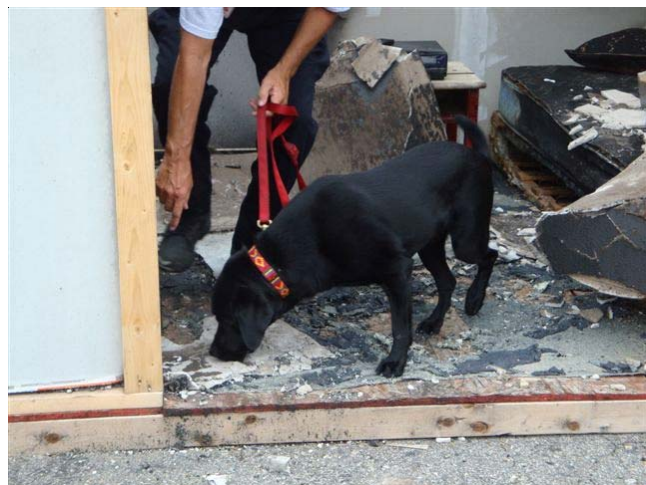
Mission Statement:

It is the mission of the Division of Fire Safety, Office of the State Fire Marshal, to prevent deaths, injury and property loss by promoting a safe fire, building and hazardous materials environment for the citizens and visitors of New Hampshire through education, engineering, investigation and enforcement.

year, with a total of 18 fatalities. Fire investigators continue to monitor a series of fires in the City of Berlin. The state experienced a wind storm in February, which resulted in a fatality in Candia.

In Alton, K-9 Andre was used at a number of arson fires which led to the arrest of a 22-year veteran Alton firefighter.

The fiscal year ended with an explosion in Colebrook that caused two deaths. Investigators responded with first responders and were directly involved in command and control operations as well as conducting an investigation into the cause of the explosion. The bureau continues to be actively involved in this case.



The Division completed 30 fireworks store inspections for compliance with fire and life safety codes. It also completed 79 pyrotechnics inspections for indoor audiences.

The bureau continues to receive assistance from the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives, which details an agent to the Division and provides financial assistance for fire investigations.

The hazardous materials coordinator has provided much needed assistance to local officials. New Hampshire fire departments responded to 447 incidents involving flammable liquid spills, 282 incidents involving combustible liquid spills and 616 incidents involving a leak of a flammable or combustible gas.

Fire departments in the state also responded to 79 incidents involving some type of chemical spill. The Division continues to coordinate the distribution of thousands of hazardous materials response guides to local police, fire and EMS first responders in New Hampshire.

The Division was involved in the investigation of New Hampshire's first anthrax outbreak in more than half a century. A woman contracted the disease at the United Campus Ministry (UCM) building in Durham during a drumming event. She became seriously ill.

The UCM building was closed under a quarantine order on Dec. 24, 2009. Environmental samples were taken from the building and the African drums stored there.

The investigation showed that the anthrax was naturally occurring and was not the result of a terrorist attack. The victim survived.

The hazmat coordinator and investigators from the Division participated in and supported numerous clandestine drug lab seizures and closures. Cooperation with the FBI, the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives and the Drug Enforcement Agency led to the development of an awareness program. The Clandestine Labs Program is delivered to Police, Fire, EMS and local health officials throughout the state.

The Division developed and implemented a technical sampling program for the Vermont Yankee nuclear power plant because of a leak of radioactive tritium at the plant. The program was designed to ensure the safety of the communities surrounding the plant. No tritium was detected outside of the plant grounds.

The Division is responsible for the collection of data regarding fire incidents that occur in the State of New Hampshire. Each fire department is required by statute to submit its incident data to the State Fire Marshal's Office on a monthly basis. Fire departments are required to report their incidents to satisfy both the state statute and to receive Federal Assistance to firefighters Grants. The grant requirement has increased the number of departments reporting to the Division.

The New Hampshire Fire Incident Reporting System (NHFIRS) featured a new section on the Division's website by graphically displaying each fire department's reporting status. The reporting system is also used to track trends throughout the state.

Informational bulletins are being posted monthly to assist fire departments with questions regarding the NHFIRS as well as training information.

New Hampshire fire departments responded to 119,101 incidents during the fiscal year involving over 720,000 total man hours of public service. Fifty-nine percent of these calls were emergency medical calls. Fire departments responded to 1,644 building and contained cooking fires with an average response time of 5.08 minutes. The state suffered \$21.4 million dollars in fire loss during this period.

Building Safety and Construction

The Bureau of Building Safety and Construction consists of five sections, each headed by a section

Division of Fire Safety Activity FY 2010	
Fire investigations	159
Fire inspections	169
Fatal cases	13
Fatalities	18
Modular inspections	113
Manufactured inspections	18
Mechanical inspections	52
Electrical inspections	194
Public education presentations	51
Pyrotechnic permits	79
Hazmat calls	182
Plan reviews	156
Variance requests	40

supervisor. The sections are Electrical Safety and Licensing, Mechanical Safety and Licensing, Modular Building Program, Manufactured Housing Section, and Engineering.

The Mechanical Safety and Licensing inspectors are responsible for enforcement of gas fitters licensing laws and code enforcement of mechanical systems. Inspectors from this section are continually checking job sites to make sure that work being performed is done only by licensed individuals. Three inspectors and one chief cover three separate regions of the state and offer technical assistance to local building and fire officials.

The Mechanical Safety and Licensing Bureau issued 1,525 new licenses and 1,188 renewals during the fiscal year. There were 152 mechanical inspections performed this year. The bureau offers continuing education classes on NFPA 54 for all licensed gas fitters throughout the state at no cost to the attendees.

The Voluntary Oil Heating Technicians Certification Program has been increasing since 2006. Eighty-eight certifications have been issued to date.

The Electrical Safety and Licensing inspectors are responsible for the enforcement of electrician licensing and apprentice registration laws and rules. Inspectors from this section are continually checking job sites to make sure that work being performed is done only by licensed individuals. The inspectors also assist the Division of Safety Services with electrical inspections at fairs and carnivals.

Three inspectors and one chief cover three separate regions of the state and offer technical assistance to local building and fire officials.

The Electrical Safety and Licensing Bureau renewed 3,345 Master and Journeyman licenses, 677 apprentice licenses, issued 644 new Master and Journeyman licenses, and issued 259 new apprentice licenses during the fiscal year.

The bureau performed 194 electrical inspections during the fiscal year.

The Modular Building Program is responsible for enforcing the laws and rules relative to the manufacturing of modular structures. These structures are built in factories across the United States and Canada. Independent third-party inspection agencies are licensed by the Division to ensure that the structures conform to the state and local building, fire and life safety code

requirements. A label is placed on each structure when all the requirements are met indicating to the owner and local building officials that the structure meets the applicable standards.

The Manufactured Housing Section is responsible for inspecting the installation of manufactured homes for compliance with new installation standards. The Division also acts as the liaison to the Manufactured Housing Installation Board. All installers of manufactured homes are required to be licensed by the Division of Fire Safety. In communities that do not have a building official the Division is responsible for the inspections.

The Engineering Section is responsible for reviewing construction plans for state, educational and health care facilities. The section received 156 sets of plans during the fiscal year. These plans can be as simple as one page or up to 200 pages that must be reviewed before construction begins. The section makes site visits during construction and a final inspection upon completion.

Administration

The Bureau of Administration consists of the administrative staff for the Bureau of Electrical Safety and Licensing, Mechanical Safety and Licensing, Modular Building Program and Manufactured Installation Standards Board. This bureau is responsible for providing customer service, issuing all licenses for these programs, collection of revenues, purchasing, statistical record keeping and day-to-day operations of the Division.

The Bureau of Administration over the past year has taken on several process improvement projects. These projects included streamlining the licensing process. Part of this process is working on changing over the Mechanical Safety and Licensing Program to the License 2000 program which currently is being used for Electrical Safety and Licensing.

The bureau has been working to consolidate the application process for Electrical Safety and Licensing to two applications and working with the Department of Information Technology to start the development of online renewals.

The Modular Building Program has changed the submittal of Quality Assurance Manuals from hard copy to electronic format to save money and facilitate easy

retrieval.

Nine new manufacturers were certified this year and 90 renewed from the previous year. There were nine Third-Party Inspection Agencies who renewed this year. Five hundred forty six labels were affixed to modular buildings.

The Manufactured Housing Section licensed nine new installers and approved 30 renewals. Inspections provided for the year were 18 for Manufactured Housing and 113 for Modular Housing. There were 210 warranty seals issued as well.

The Division now assesses a fee for reduced ignition propensity cigarette certification. This fee is intended to offset costs involved in the public fire safety education program. This new standard reduces the likelihood that an unattended cigarette will cause a sustained ignition. Currently the division certifies 975 different brands and types of cigarettes by 35 different manufacturers.

The Bureau of Administration personnel continue to attend developmental training through the Division of Personnel's Bureau of Education and Training to improve each employee's contribution to the Division and to further educate them for promotional opportunities.

Last year the Division hired a new part-time public education administrator to oversee fire and life safety education. The administrator and other members of the Division have introduced several new programs that have focused on fire safety education, attending safety fairs, a poster campaign, carbon monoxide awareness and many others.

The Division has provided support to the state in the Emergency Operations Center during natural disasters and issued Public Safety Bulletins on generator safety, heating safety, electrical safety and fire and life safety issues.

J. William Degnan serves as Director of the Division of Fire Safety and State Fire Marshal.

DIVISION OF FIRE STANDARDS AND TRAINING & EMERGENCY MEDICAL SERVICES

The Division of Fire Standards and Training & Emergency Medical Services was established to administer and supervise a fire and emergency medical service training and research program throughout the state.

The Division's duties include operations of the New Hampshire Fire Academy, including establishing training programs and offering instruction in methods of determining and dealing with the causes and prevention of fires, techniques in firefighting, emergency medical services, rescue, research and techniques in firefighting and fire protection, and the administration and management of fire departments and emergency medical services units.

Student activity within the Division has increased during the year with a student total of 15,779 during FY 2010. This was an eight percent increase over the previous year.

There were 4,588 Emergency Medical Services providers in New Hampshire in FY 2010.

Many of the Division's goals are long term, but there was significant progress made in attaining them throughout the fiscal year. Some of the highlights are listed below:

- FY 2010 fire training certifications increased by nearly 26 percent to 9,623. Another 4,393 students attended non-certification emergency response programs.
- There were 457 Division-sponsored educational courses offered during FY 2010, which represents an increase of more than 14 percent over FY 2009. Certification programs were offered in all 10 counties and at the Fire Academy.
- There were 23 certification courses and 126 non-certification training courses at the Fire Academy which is an increase compared to FY 2002 through FY 2008; nearly all had waiting lists to attend. All additional programs were offered in the field. Of the classes offered, 25.8 percent were held at the Fire Academy, while 74.2 percent were held in the field.

Mission Statement:

The Division of Fire Standards and Training and Emergency Medical Services recognizes that its primary mission is to increase the capability of the entire New Hampshire Fire Service and Emergency Medical response through the application of the best methodologies and techniques in fire service and emergency medical education and practice.

We believe in the achievement of excellence in our services through dedication, teamwork, and open communication.

We are committed to exceeding expectations through efficient research, development, delivery, and administration of all aspects of fire service and emergency medical services training and education.

\$5,487,810, which does not include grants awarded. The Fire Training and Emergency Medical Services Fund had revenue of \$8.6 million from which the Division of Fire Standards and Training and Emergency Medical Services and the Division of Fire Safety have their budgets allocated. Included in this fund are also provisions allocated for the partial funding of the Division of Homeland Security and Emergency Management, bond payments for two buildings, Administrative Services fees and insurance.

- Revenue generated by the Division for Fiscal Year 2010 was \$645,211, which includes tuition, fees for service, licensing of for-profit emergency medical service providers, and manual sales.

- Several grants were obtained during the fiscal year dealing with hazardous materials training, emergency response to terrorism training, trauma and emergency services information systems, National Fire Academy

training, and other emergency response and training issues.

- Grants were used for training in the Incident Command System, Trench Rescue, Weapons of Mass Destruction, Radiological Response, Public Safety Response Guidelines and several other FEMA or Homeland Security training programs.
- Legislative public hearing and informational sessions are held annually on the first Thursday in June. The hearing is jointly sponsored by the N.H. House of Representatives Criminal Justice and Public Safety Committee and the N.H. Fire Standards and Training Commission. June 3, 2010 was the session during FY 2010 with both the Fire Standards and Training Commission and Criminal Justice and Public Safety Committee members in attendance.
- The Division continues to honor individuals who give unselfishly to fire and emergency response training in New Hampshire. In FY 2010 seven individuals were so honored. Since 1996, 93 individuals have been honored with either the Fire Academy Award or the Fire Service Award of Excellence presented by the New Hampshire Fire Standards and Training Commission.
- The Division offers a firefighter's entrance test to assist the New Hampshire fire departments in their hiring processes. This program has been offered since 1996 and is well received by both the fire service and candidates for employment.
- Annually the Fire Academy hosts the Fire Explorer Training Academy where 60 youths who are interested in the fire service earn credits toward the Firefighter I certification. Since 1997, 840 Explorers have attended the Explorer Fire Training Academy. The Division also



hosts Camp Fully Involved for teenage girls, which is run by a cadre of female firefighters from around the region.

- From a technological standpoint the Fire and Emergency Medical Services databases have been consolidated into one user-friendly data base. There are numerous responders who are both fire and EMS responders. This has been a real time saver for Division employees.
- Attendance at various Fire Academy programs for FY 2010 was 23,388, which represents an increase of more than 3.5 percent over FY 2009.
- In collaboration with the N.H. Department of Health and Human Services Office of Rural Health Policy, the Division developed, produced and implemented a video training program for N.H. Emergency Department physicians about the New Hampshire EMS and Trauma System and their role in providing online Medical Direction.
- The Division developed, produced and implemented a "Just in Time" training program for EMT-Intermediates and EMT-Paramedics on vaccinations, and vaccination administration to address the H1N1 public health incident in NH training:
 - Online training: 377
 - Traditional Classroom: 27
- In collaboration with the N.H. Department of Health and Human Services, the Conway Fire Department and Stonehearth Open Learning Opportunities, the Division opened up a second Computer-Based Testing for National Registry Examinations in the North Country.
- Division staff developed and implemented training programs for EMT-Intermediates to expand their scope of practice as approved by the EMS Medical Control Board, including Continuous Positive Airway Pressure and Intraosseous Infusion for Adults.
- The Division designed and upgraded the Patient Care Reporting system to feature a new "Smart Incident Report" to make reporting more timely and responsive to the needs of the EMS providers.
- The Division hosted the state's first annual EMS Provider Recognition Day on May 1, with a ceremony at the State House. Legislation passed in 2008 designated the first Saturday in May as EMS Provider Recognition Day in New Hampshire.
- The Division has completed and received its third



accreditation on-site review that was overwhelmingly approved and is good for the next five years. National accreditation affords the Division credibility by ensuring that its training and educational certifications meet or exceed the current national standard.

- A Division-wide strategic plan is well underway after reviewing the current goals and objectives to move onto the next set of goals and objectives to be completed this fall.
- The Bureau of Training and Certification has reviewed and revised the evaluator training and renewal procedure to offer a more consistent practical examination process. A new procedure and training is also underway for instructor evaluations to be completed by senior staff instructors for consistent and improved course delivery.
- The Division continues to maintain, acquire and deliver current programs in the special hazards area, working with the Division of Homeland Security and Emergency Management.

Richard A. Mason serves as Director of the Division of Fire Standards and Training and Emergency Medical Services.

DIVISION OF EMERGENCY SERVICES

The Division of Emergency Services operates New Hampshire's Enhanced- 911 emergency system, providing instant access to police, fire and emergency medical assistance from any wired, voice over Internet, or cellular telephone in the state.

The New Hampshire E-911 system provides a nationally-accredited, state-of-the-art service to residents and visitors to the state. It continues to have one of the lowest telephone bill surcharges in the country, currently at 57 cents per month per telephone line.

During FY 2010, the Division worked on a number of projects to improve service. These include:

- Maintenance of the Remote Automatic Number Identification/Automatic Location Identification (ANI/ALI) project.
- Streamlining the mapping and addressing process.
- Reducing costs by maintaining the ALI database in-house.
- Adding cellular caller location technology that allows for satellite photos of caller locations.
- Seeking bids for new contracts for network services and database maintenance.
- Making payments for "cost recovery" associated with wireless E-911.

Staffing currently stands at 48 Emergency Medical Dispatchers (EMDs) that staff both the Concord and Laconia E-911 call centers, known as Public Safety Answering Points or PSAPs. There are 10 supervisor positions that are evenly divided between the two PSAPs, one operations supervisor, and one chief of PSAP operations.

Twelve EMDs have been promoted to assistant supervisors to assist in supervisory duties and occasional supervisory coverage. They also serve as the Division's certified training officers.

There is also one quality assurance technician and one quality assurance supervisor who monitor and review medical calls for compliance with national protocols.

During FY 2010, the Division handled 447,758 emergency calls. Of that total, 278,885 calls were

N.H. Bureau of Emergency Communications Mission and Vision Statements:

Mission: *To serve as the communications link between the public and public safety agencies.*

Vision: *It is the vision of N.H. Bureau of Emergency Communications to exceed all standards of excellence in public safety by providing state-of-the-art 9-1-1 services. In doing so N.H. Bureau of Emergency Communications envisions a day when every person in the State of New Hampshire knows and uses 9-1-1 with the utmost confidence that a high level of assistance will follow; further promoting the ideal of one number - one nation.*

cellular and 6,263 were Voice Over Internet Protocol, or VOIP.

The percentage of cellular and VOIP calls is on the increase and the Division's policies regarding handling of these calls have evolved to reflect that. The call count remains 1,200-1,500 calls per 24-hour period.

Currently VOIP and prepaid cellular telephone customers do not contribute toward the E-911 surcharge, despite Division efforts to pass legislation requiring them to do so.

During this fiscal year the duty supervisors handled 30 diversion requests from area hospitals. This was a significant reduction from previous years. Nearly half of these diversions were from St Joseph's Hospital in Nashua.

E-911 personnel also handle off-hours notification for judges on matters such as requests for family court. These have been increasing in recent years. There were approximately 700 judge requests during the fiscal year. They average about 60 per month.

The Laconia and Concord PSAPs have been operating simultaneously since the Concord facility opened in September 2007. This allows flexibility in staffing, as well as ensuring emergency backup in case of a system failure. It does not affect call handling.

Goals for this fiscal year included getting reaccredited as a center of excellence in Emergency Medical Dispatch, converting to Version 12 of the Medical Priority Dispatch System and obtaining a pay increase for the EMDs who are also Certified Training Officers (CTOs) and voluntarily assist in training new employees.

The Division has succeeded in completing the Version 12 upgrade as well as obtaining an increase in pay status for CTOs. These special EMDs now have a title of Assistant Supervisor/CTO and assist in most aspects of supervision, as well as providing live training of new EMDs and re-training of current EMDs. The reaccreditation effort is continuing.

GIS and Addressing Section

Since 1994, the GIS and Addressing Section has been utilizing GPS (Global Positioning System) Technology and GIS (Geographic Information System) Software to provide addressing systems for communities across New Hampshire. The use of this technology has enabled the Division to provide accurate location information for Wireless Phase II implementation.

This is extremely useful in locating lost hikers, abducted individuals and in a variety of other situations.

The E-911 GIS database currently contains more than 270,000 locations of addressable attributes, such as houses, businesses, hospitals, police stations, fire stations, etc. In the last year the Mapping Section added almost 30,000 points to the database.

The Mapping Section continues to encourage cities and towns to change duplicate and similar sounding street names, as well as to change addresses that are confusing or inconsistent.

Technical Support Section

The primary function of the Technical Support Section is to maintain and support the two E-911 call centers along with the more than 71 remote ANI/ALI workstations deployed at all dispatch agencies in the state.

In addition, the Technical Support Section is responsible for support of the administrative computer network, coordination with all vendors, support of building access systems, and coordination with municipalities regarding pertinent E-911 system information such as Emergency Service Numbers (ESN).

Education and Training

The in-house Education Unit instructs and coordinates all 16-week classes for new hires, typically three times per year. Eight times per month one or two-hour continuing education programs are provided at both PSAPs. Monthly CPR re-certification classes are held to maintain required certifications. Forty-hour Association of Public Safety Communications Officials classes are provided for outside dispatch agencies. CPR, first aid and AED training has been provided to a variety of sister agencies this past year.

The Education Unit trainers are also responsible for training dispatch agencies in the use of the remote ANI/ALI project Computer Aided Dispatch (CAD) software. The unit also coordinates the procurement of outsourced training.

Members of the Training Unit also train field providers on how the Medical Priority Dispatch Protocols function.

The Quality Improvement Unit, which operates within the Training Unit, reviews calls and applies a computer software template to measure compliance with protocols. In excess of 600 recorded medical calls are reviewed monthly to help ensure compliance with protocols and identify areas for additional training to ensure efficient use of trainers' and Emergency Medical Dispatchers' time.

Public Information and Education

The Education and Training/Public Information function includes the Public Information Representative, Public Education, and the In-service Education Section. This function handles all public and agency correspondence, education, quality control of services, and surcharge audits. Public Education/Information schedules presentations and tours of the PSAPs.

The In-service Education Section conducts approximately three 16-week classes per year for new hires. Once per month, continuing education classes are held for the Association of Public Safety Communications Officials and Emergency Medical Dispatch.

Every six months In-service Education offers a CPR certification course. Once per month, a 40-hour Association of Public Communications Officials International course is offered for outside agencies and a 30-minute training class is offered to each police class at the Police Standards and Training Academy. The In-service Education Section's trainers are also responsible for the training of dispatch agencies on the Remote ANI/ALI project Computer Aided Dispatch (CAD) software.

Database Maintenance Unit

The Database Maintenance Section maintains the Automatic Location Identification (ALI) database, working to increase the accuracy of phone subscriber listings, their locations and the associated Table of Emergency Service Numbers (ESN) that directs emergency calls to the appropriate Police, Fire and EMS dispatch agencies. The unit compares telephone subscriber records against a Master Street Address Guide (MSAG) that is constantly checked for internal consistency and corrected.

The unit's efforts have provided a reliable process for telephone company representatives to submit telephone updates and deletions to the Division through daily service order activity to ensure that the subscriber records stay up-to-date.

Special Projects Unit

The Special Projects Unit (SPU) collects geographic data throughout the state to support emergency services at the regional and local levels.

The unit maintains and updates electronic mapping data layers that are integrated in the location identification software utilized in the two PSAPs. The data are used by the EMDs to accurately locate wireless E-911 calls for processing to the local public safety dispatch centers.

This unit maintains an inventory of comprehensive maps for the PSAPs which include highway reference maps, maps of high incident areas such as Lake Winnepesaukee and popular recreation areas in the White Mountain National Forest, and snowmobile trail maps.

The SPU maintains location verification for each registered cellular telephone tower in New Hampshire. Verification and maintenance of this information is criti-

cal to the accurate location identification of a cellular E-911 call. This is an ongoing task as new cellular towers are installed throughout the state.

Revisions to previously created comprehensive maps for large dispatch and regional response areas continue to be made. These maps include information such as hiking trails, recreation areas and emergency helicopter landing areas, in addition to the standard road networks and transportation features.

The comprehensive maps assist Emergency Medical Dispatchers in locating callers using E-911, as well as the local dispatch and response agencies in directing appropriate resources to the scene of incidents. They have also proven to be a valuable resource for emergency planning.

Each year the unit revises special event maps and data for events such as NASCAR races, Motorcycle Week and other large-scale events.

The unit works with the N.H. Bureau of Trails in an effort to map more than 1,500 miles of snowmobile trails, including all groomed snowmobile trails in Coös, Northern Grafton and Northern Carroll counties. Trail junctions and other important locations such as 24-hour accessible wired phones, emergency helicopter landing zones and landmarks continue to be addressed according to E-911 addressing standards and are added to the geographic database.

The use of all-terrain vehicles, or ATVs, on snowmobile trails is increasing. The unit is working with stakeholders to utilize existing snowmobile mapping standards and trail names to ensure that a trail used in the winter for snowmobiling has the same name when used as an ATV trail in the summer.

The SPU utilizes current emergency response data and location information to assist the Division of Homeland Security and Emergency Management in revising its radiological emergency response plan maps.

These maps provide emergency responders with detailed information on important features such as municipal buildings, traffic control points and evacuation routes in areas surrounding the Seabrook Station and Vermont Yankee nuclear power plants.

The unit also assists HSEM with digital and paper displays of response relevant data during Emergency Operation Center activations.

Bruce G. Cheney is the Director of the Division of Emergency Services.

DIVISION OF HOMELAND SECURITY AND EMERGENCY MANAGEMENT

The Division of Homeland Security and Emergency Management (HSEM) is the state's emergency management agency, responsible for coordinating its response to major disasters, providing early warning of potential disasters and assisting communities with rebuilding in the wake of major disasters.

Its major roles are leading the state's response to natural disasters, emergency planning for the Seabrook Station and Vermont Yankee nuclear power plants, and providing support to public safety during emergencies at the local level.

The Division carries out its mission with the assistance of other state, federal and private sector agencies operating together in the State Emergency Operations Center (SEOC).

Fiscal Year 2010 was a busy one for HSEM, with 28 partial or full activations of the State Emergency Operations Center to monitor events and potential threats or to conduct response operations or exercises.

There were two Presidentially Declared Disasters during this period. A windstorm on the last weekend of February 2010 caused widespread power outages in most of the state and caused \$9.3 million in damage and response-related expenses for state agencies, local governments and eligible non-profit organizations. The state received a Presidential Disaster Declaration for Grafton, Hillsborough, Merrimack, Rockingham, Strafford and Sullivan counties.

During subsequent weeks heavy rains caused small river and stream flooding in Southern New Hampshire. The state received a Presidential Disaster Declaration for Hillsborough, Merrimack and Rockingham counties. The flooding damage to public property totaled \$2.58 million.

In addition, the SEOC was activated to monitor threatening storms nine times during the fiscal year, and to monitor H1N1 influenza in the fall of 2009. It also supported local public safety operations during a bomb threat aboard a Greyhound bus in Portsmouth

N.H. Division of Homeland Security and Emergency Management Mission Statement

***Mission:** The mission of the Division of Homeland Security and Emergency Management is multi-faceted: We serve as the personal representatives of the Governor of New Hampshire and coordinate state resources during declared emergencies and serve as the Governor's liaison to the federal Department of Homeland Security and FEMA, the Federal Emergency Management Agency. We maintain a constant "lean forward" posture to ensure that the state receives timely awareness of actual and potential human-caused and natural disasters and maintains the capability to respond to them whenever and wherever they occur. This is accomplished through liaison with the federal Homeland Security Intelligence Network and with state, local and regional law enforcement, monitoring information from a variety of classified and non-classified sources, constantly updating disaster planning in conjunction with local emergency management directors and public and private sector representatives, maintaining strategic caches of supplies needed in case of various emergencies, conducting programs to identify and protect the state's critical infrastructure, conducting training and preparedness exercises, educating the public regarding preparedness and response to terrorist acts and disaster, staffing the emergency operations center and directing mitigation efforts, administration of state and federal disaster aid programs and conducting after-action reviews of the state's responses to disasters and terrorist incidents.*

plant in Colebrook on May 14, 2010.

WebEOC, a computer logging system used in the SEOC and accessible from other locations, was widely used during the period. More than 1,200 local public safety and state agency personnel have been trained in its use. They are able to remotely enter information into the system and directly monitor SEOC operations.

HSEM took the first steps in a staff reorganization during this period. The Operations Section staff moved to new offices on the ground floor. Their office space adjacent to the SEOC was modified to create workspace for a new unit, the Information and Analysis Center, or IAC.

The IAC, which recently became operational, provides the state with the capability to analyze natural and manmade threats, including terrorism, and develop actionable intelligence on them to guide decision makers in planning an appropriate response.

It is staffed with personnel from HSEM, State Police and the U.S. Department of Homeland Security.

The IAC was authorized by House Bill 587, which was passed in the 2010 legislative session and signed by Gov. John Lynch on May 19, 2010.

Four HSEM staff members, all part of the Bio-Terrorism Section, were transferred to the Emergency Services Unit at the Department of Health and Human Services at the end of Fiscal Year 2010.

The Division of Homeland Security and Emergency Management was created in 1951 at the height of the Cold War as the N.H. Office of Civil Defense. Its primary concern at that time was protecting the population of New Hampshire against a nuclear attack by the Soviet Union.

Fortunately that attack never came and in 1982, the agency took on a new mission: emergency planning for the Seabrook Station nuclear power plant, which was then under construction on the Seacoast.

Then known as the Governor's Office of Emergency Management, it worked with the utility and the 17 Rockingham County communities within the 10-mile Seabrook Emergency Planning Zone to develop and exercise Seabrook's Radiological Emergency Response Plan.

The agency became part of the Department of Safety in 2003 and has been the Division of Homeland Security and Emergency Management since 2007.

HSEM is organized by sections: Operations, Planning, Technological Hazards, Bio-Terrorism, Communications and Business Administration. The Administration Section is made up of the director, assistant director, administrative assistant and public information officer.

Emergency management is a continuous cycle of four phases: Mitigation, Planning, Response and Recovery.

Mitigation is the process of reducing the severity of future disasters by reducing or eliminating known hazards. That might include the installation of larger culverts in areas where inadequate culverts have contributed to flooding, or acquiring and demolishing homes that have suffered repetitive flood damage.

Planning consists of developing emergency response plans at the local and state levels. The State Emergency Operations Plan consists of 16 Emergency Support Functions (ESFs) and hazard-specific annexes for hazardous materials incidents, terrorism and radiological emergencies.

Those ESFs spell out which agencies are responsible for the various functions needed to carry out state and local emergency response operations.

Response involves putting the state and local Emergency Operations Plans into effect, in whole or in part, during disasters. Response operations may continue for days or weeks, depending on the need.

Recovery is the process of providing government, private sector and voluntary resources to assist disaster victims to get a start on rebuilding their lives and communities. Depending on the scale of the disaster, that assistance might include federal financial assistance for losses of public or private property or help from voluntary organizations that provide cleanup services or repairs.

Christopher M. Pope is Director of the Division of Homeland Security and Emergency Management.